

File No.: 04-1000-20-2018-034

May 23, 2018

s.22(1)	
Dear 5.22(1)	

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of January 17, 2018 for:

All records relating to maintenance of the sidewalk and bike rack located at the northwest corner of the intersection of Georgia Street and Burrard Street:

- Copies of all documents relating to 1025 West Georgia, including but not limited to any street complaint reports from January 1, 2012 to January 17, 2018;
- 2. Any City Engineering service records from January 1, 2015 to January 17, 2018;
- 3. Street lanes condition field survey summaries from January 1, 2015 to January 17, 2018;
- 4. Any service log and daily crew reports with regard to 1025 West Georgia from January 1, 2012 to January 17, 2018;
- Name and contact information of any workers who removed the old bike rack, or installed the new bike rack, or who removed the protruding bolt;
- 6. Any invoices and/or reports relating to each of these work tasks; and
- 7. A copy of all documents relating to the sidewalk inspection and maintenance program of the City of Vancouver.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.15(1)(l) and s.22(1) of the Act. You can read or download these sections here:

http://www.bclaws.ca/EPLibraries/bclaws\_new/document/ID/freeside/96165\_00

Please note that some information in the records has been redacted under "Not Responsive" as it did not pertain to the location specified in your above request.

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, <u>info@oipc.bc.ca</u> or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2018-034); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at <u>foi@vancouver.ca</u> if you have any questions.

Yours truly,

Barbara J. Van Fraassen, BA Director, Access to Information & Privacy

<u>Barbara.vanfraassen@vancouver.ca</u> 453 W. 12th Avenue Vancouver BC V5Y 1V4

\*If you have any questions, please email us at <u>foi@vancouver.ca</u> and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

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Wagon Location National Yard



## Streets Operations Daily Crew Report Rev.

Work order # and Hours       Crew #     22     K worder     1     2     3     4     5       Field Supervisor     Wojcik     604-690-5694     (signed)     Not Responsive     Not Responsive     Not Responsive       Superintendent     Ron Borger     (signed)     Not Responsive     Not Responsive     Not Responsive       Hours of Work     T     AM -     3*     PM     Not Responsive     Not Responsive       Emp #     Employee     Equip #     Activity     A/Abs Stat     Pay Scale     Prem       S.22(1)     C. Wojcik     C1140     6000     3     Image: Colored biology     Image: Colored biology	6
Field Supervisor Wojcik 604-690-5694 Superintendent Ron Borger Hours of Work 7° AM - 3° PM Emp # Employee Equip # Activity A/Abs Stat Pay Scale Prem Code Group Code	
Hours of Work     The AM -     3*     PM       Emp #     Employee     Equip #     Activity Type     A/Abs Stat Code     Pay Scale Group     Prem Code       s.22(1)     C. Wojcik     C1140     6000     3	
Emp #     Employee     Equip #     Activity Type     A/Abs Stat Code     Pay Scale Group     Prem Code       s.22(1)     C. Wojcik     C1140     6000     3	
s.22(1) C. Wojcik C1140 6000 3	
T. Johnson B1163 6000 3	_
R. Townend C1284 6000 3	-
J. Carter 6000 4	-
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M. Patton P29 6000 GR-340 3	
M. Bruni Tool	
M. Deluca B1263 PZI 6000 33.0 4	
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June 01, 2015 Location 1	Crew# ER452617	22Field Superviso	r Wojcik Material	Superintendent Amount	Ron Borger Comments	
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Field Supervisor Wojcik	(signed)	10				
Superintendent Ron Borger	25	2				
June 01, 2015	(signed)	5				
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Equipment Name	Equipment ID	Runn	1000		-	-
BREAKER, NON-ERGO, AIR, 90#	V21835	4	1		-	1
COMPACTION, PLATE, NON-REV, VIBRATING, GAS,	V21990				-	
LIGHT		4				
COMPACTION, RAMMER, PORT, GAS, MEDIUM	V31205	4				
COMPRESSOR, TRAILER, 185 CFM	B2235	4			-	-
CONCRETE, SCREED, GAS, 36" DRILL, HAMMER, ELEC	V21569 V22610	0			-	-
GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE	V11646	8			-	-
GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE	V21381	8	ł		-	-
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PUMP, DRAIN, SUB, CENTR, PORT, ELEC, 2", 120V,	V21913	1				
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SAW, BRICK, ELEC, 120/240V, 1PHASE	v21541	A			-	-
SAW, CUT-OFF, HANDHELD, GAS, MEDIUM, 16" TOOLS, POWDER ACTUATED FASTENING SYSTEM	V12716 V12613	4			-	-
Traffic Control	Ansan Ind. LTD	1	1		-	-
TRAILER, CARGO/WAREHOUSE, HEAVY TOOL,	A2604	1	ł		-	-
TANDEM AXLE		1				
TRAILER, OFFICE/WORK, 6-11 MAN	A2730	1			_	
TRUCK, DUMP, 1 YARD	B1263	4			-	-
TRUCK, DUMP, 1 YARD	C1284	3				1
TRUCK, DUMP, 3 YARD TRUCK, PICKUP, LIGHT	B1163 C1140	33			-	-
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Wagon Location National Yard

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	June 11, 2015							Work	order	# and	Hours	5
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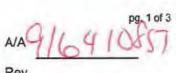
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Field Supervisor Wojcik	(signed)	e	0	0	2		
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June 11, 2015	(signed)	_	41 250 926 14	EER 4526 13	ER055594		
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Equipment Name	Equipment ID	1 2	ng Hrs				
BREAKER, NON-ERGO, AIR, 90#	V21835		1				
COMPACTION, PLATE, NON-REV, VIBRATING, GAS, LIGHT	V21990						
COMPACTION, RAMMER, PORT, GAS, MEDIUM	V31205		1				
COMPRESSOR, TRAILER, 185 CFM	B2235	_	-				
CONCRETE, SCREED, GAS, 36"	V21569	- 88	_				_
DRILL, HAMMER, ELEC	V22610	-	_	_	_		_
GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE	V11646	-	-				-
GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE	V21381	-			-		
Lane Closure Truck (Ansan) PUMP, DRAIN, SUB, CENTR, PORT, ELEC, 2", 120V,	Ansan Ind. LTD 2 V21913	-	-	-	5		-
1PHASE SAW, CUT-OFF, HANDHELD, GAS, MEDIUM, 16"	V12716				-		-
SAW, COT-OFF, HANDHELD, GAS, MEDIOM, 18 SKIL SAW, CORDLESS	X-ST2003	-	-	1	-		
TOOLS, POWDER ACTUATED FASTENING SYSTEM	V12613		-		-		
Traffic Control	Ansan Ind. LTD		100	>	155		1
TRAILER, CARGO/WAREHOUSE, HEAVY TOOL, TANDEM AXLE	A2604			-			
TRAILER, OFFICE/WORK, 6-11 MAN	A2730						
TRUCK, DUMP, 1 YARD	B1263		2	S	2		
TRUCK, DUMP, 1 YARD	C1284		1	1	2		
TRUCK, DUMP, 3 YARD	B1163				1		
TRUCK, PICKUP, LIGHT	C1140		1		5		
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Wagon Location National Yard



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Streets Operations Daily Crew Report Rev.

	June 12, 2015							Work	order	# and	Hours	5
Crew #	22		K	we	TEIR		1	2	3	4	5	6
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Superin	tendent Ron Dor	961	5	2	(signed)		3					
Hours o	f Work	> <0 AM - 3	30 PM	1			EER45261					
Emp #	1	Equip #	Activity Type	A/Abs Stat	Pay Scale Group	Prem Code	ES					1.1
s.22(1)		C1140		6000			2					
	T. Johnson	B1163	-	6000			4					-
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	A. Pecoraro			6505 *			4					
	R. Townend	C1284		6000			1					
	M. Bruni	31263	774	6000	6R320		4					
	M. Deluca		P21	6000	68330		4			_		
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June 12, 2015 Location 1	Crew #	22Field Supervisor	Wojcik Material	Superintendent Amount	Ron Borger Comments	pg. 2 of 3
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Sign safety when De Signage Used:	eparting Location:	Cones 5	Dump:	Location:	ade Ramps Flasher	s Delineators By: (Initials)
Activity Code Not Responsive			Units Complete	ed	Measurement	

Location 6		Material	Amount	Comments	
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Sign safety when Departing Location Signage Used:	: Cones	Snow Fence	pe Barricad	e Ramps Flas	hers Delineators By: (Initials)
Activity Code	1000	Units Completed	1	Measurement	

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	a channel	1	Not Responsive	6
Crew # 22	K WOJCIK	- 2		
Field Supervisor Wojcik	OR (signed)	4526		
Superintendent Ron Borger	K-bl	3		
June 12, 2015	(signed)	EER		
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Equipment Name	Equipment ID	Runn	6	
BREAKER, NON-ERGO, AIR, 90#	V21835	8		-
COMPACTION, PLATE, NON-REV, VIBRATING, GAS,	V21990			
LIGHT		8		
COMPACTION, RAMMER, PORT, GAS, MEDIUM	V31205	8		
COMPRESSOR, TRAILER, 185 CFM	B2235	8	82	
CONCRETE, SCREED, GAS, 36"	V21569	8		
DRILL, HAMMER, ELEC	V22610	8		
GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE	V11646	1		
GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE	V21381	8		
Lane Closure Truck (Ansan)	Ansan Ind. LTD 2	1		
PUMP, DRAIN, SUB, CENTR, PORT, ELEC, 2", 120V, 1PHASE	V21913	1		
SAW, CUT-OFF, HANDHELD, GAS, MEDIUM, 16"	V12716	8		
SKIL SAW, CORDLESS	X-ST2003	8		
TOOLS, POWDER ACTUATED FASTENING SYSTEM	V12613			
Traffic Control	Ansan Ind. LTD	1		
TRAILER, CARGO/WAREHOUSE, HEAVY TOOL,	A2604	1		
	A2730			
TRAILER, OFFICE/WORK, 6-11 MAN TRUCK, DUMP, 1 YARD	B1263	1		
TRUCK, DUMP, 1 YARD	C1284	4		
TRUCK, DUMP, 3 YARD	B1163	4		
TRUCK, PICKUP, LIGHT	C1140	2		
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June 04, 2016 30 Supervisor William	s 604-690-0543		A (signed)	1 Not Resp	2 3 Not Resp	4 4	12767 C
ntendent Doug M	6 39 AM - 4	30 PM	(signed)	onsiv e	SL Ponsiv	/e	
Employee	Equip #	Activity Type	A/Abs Stat Pay Scale Code Group	Prem Code	EE		
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R. Dahl		PX27	6200				-
R. Williams	A5551	PX404		_			
R. Winams	A0001	PA404	6200		H	-	-
S. Begg	2203.	PX23	6210				
S. Buday	C1268	PX74	/			+	-
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J. Keats		PX74	6210				
R. Libera	C1143	PX105	6210		3		
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J. Blackmore	1	PX27	6200	-	-	+	-
F. Vincenzi		PX105	6210				
M. Williams	4	PX23				-	
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S. Niro	5548	PX37	6200 GR-365		3		
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n safety when Departing Loca nage Used: ivity Code	tion: Cones	Dump:     L       Snow Fence     Tape       Units Completed	ocation:	Ramps F Measurement	and the second se
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n safety when Departing Loca nage Used: ivity Code	tion: Cones	Dump:     L       Snow Fence     Tape       Units Completed	ocation:	Ramps F Measurement	and the second se
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n safety when Departing Loca nage Used: tivity Code cation 5	tion: Cones	Dump:     L       Snow Fence     Tape       Units Completed	ocation:	Ramps F Measurement	and the second se
n safety when Departing Loca nage Used: ivity Code sation 5		Dump: L Dump: L Snow Fence Tape Units Completed Material A	ocation: Barricade	Ramps F Measurement Comments	By: (Initia
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Crew # 30 Field

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Crew # 30	MAT	nsive	ansive
Field Supervisor Williams	isigned	r X	8
Superintendent Doug Moore	of MMonl	2	1
June 04, 2016	(signed)		k
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Equipment Name	Equipment ID	ig Hr	
REAKER, ERGO, AIR, 60#	V21272	3	
REAKER, ERGO, AIR, 90#	V20832	3	
OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, VLK BHD GAS, 28"	C2290	3	
OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, VLK BHD GAS, 28"	D2212	3	
OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, /LK BHD GAS, 28"	E2280	3	
OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, /LK BHD GAS, 28"	E2281	3	
OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, VLK BHD GAS, 28"	E2286	3	
OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, VLK BHD GAS, 28"	e2287	3	
COMPRESSOR, TRAILER, 185 CFM	C2222	3	
AVING, PAVER, RUBBER	C2245 - IDLE		
AVING, PAVER, RUBBER	C2247 - I.D/E		
AVING, PAVER, TRACK	A2244 - 6 DEE		
AVING, ROLLER VIBRATING, TANDEM, 1-2.99 TON	D2289		
AVING, ROLLER VIBRATING, TANDEM, 6-10.99 TON	C2105 - [DLE		
AVING, ROLLER VIBRATING, TANDEM, 6-10.99 TON	C2205 - IDLE		
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Crew # 30 Field Supervisor Williams

Superintendent Doug Moore

June 05, 2016

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June 05, 2018	(signed)		
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Equipment Name	Equipment ID	Runni	
BREAKER, ERGO, AIR, 60#	V21272	4	
BREAKER, ERGO, AIR, 90#	V20832	4	
COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28"	C2290	4	
COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28"	D2212	4	
COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28"	E2280	4	
COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28"	E2281	4	
COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28"	E2286	4	
COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28"	e2287	4	
COMPRESSOR, TRAILER, 185 CFM	C2222	4.	
PAVING, PAVER, RUBBER	C2245 - FDLE		
PAVING, PAVER, RUBBER	C2247 - INCE		
PAVING, PAVER, TRACK	A2244 - 1015		
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**Streets Operations Daily Crew Report** 

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	September 25, 201	15	11	t	11		-	Work order	# and	T T	_
Crew #	67		14	101	11		1 Not D	2 3	4	5 Not	6
ield Su	pervisor Gleason	604-619-2057		X	(signed)		NOLIN	esponsive	0	the strength of	
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Hours of	fWork	00 AM - ≤	.30 PM						EERN		
Emp#	Employee	Equip #	Activity Type	A/Abs Stat Code	Pay Scale Group	Prem Code	1		tī]		
.22(1)	L. Dematos			6000					1		
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	(National Yards Only)	-	Yrds D	umped		-	-		1	-	-



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September 25, 2015	Crew #	67Field Supervisor	Gleason	Superintendent	Frank Mezzomo	1.00	pg. 2 of 2
Not Responsive		or rield Supervisor	Gleason	Superintendent	Flank Mezzonio	1 50	
Location 4	FER) 55739		Material	Amount	Comments		
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Location 4		21	Material	Amount	Comments 5/D Fillet	MRN	
			Material		1	MSN	
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SR# 871	276-	21	Dump:		SND Fillet		lingeters
SR# 871	276-	21	Dump:	-5	SND Fillet	Flashers De	lineators (Initials)
Sign safety when Dep Signage Used: Activity Code	276 -	21	Dump:		SND Fillet	Flashers De	lineators (Initials)
SR# 871	276 -	21	Dump:		GAD Fillet	Flashers De	
Sign safety when Dep Signage Used: Activity Code	276 -	21	Dump:		GAD Fillet	Flashers De	
Sign safety when Dep Signage Used: Activity Code	276 -	21	Dump:		GAD Fillet	Flashers De	
Sign safety when Dep Signage Used: Activity Code	276 -	21	Dump:		GAD Fillet	Flashers De	
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Sign safety when Dep Signage Used: Activity Code	276 -	21	Dump:		GAD Fillet	Flashers De	
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Sign safety when Dep Signage Used: Activity Code	276 -	21	Dump:		GAD Fillet	Flashers De	
Sign safety when Dep Signage Used: Activity Code	276 -	21	Dump: now Fence Ta		GAD Fillet	Flashers De	
Sign safety when Dep Signage Used: Activity Code	276 -	21	Dump:		GAD Fillet	Flashers De	
Sign safety when Dep Signage Used: Activity Code Not Responsive	276 -	21	Dump: now Fence Ta	Location:	de Ramps Measuremen	Flashers De	
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Sign safety when Dep Signage Used: Activity Code Not Responsive	276 -	21	Dump: now Fence Ta	Location:	de Ramps Measuremen	Flashers De	(Initials)
Sign safety when Dep Signage Used: Activity Code Not Responsive	276 -	21	Dump: now Fence Ta	Location:	de Ramps Measuremen	Flashers De	(Initials)
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	Streets Op	eratio	ons Da	aily Cre	ew R	lepo	rt Rev.			
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Crew # 75		1	-	IT	>	1	2 3	4	5	6
Field Supervisor D'Am	ato 604-690-5592		1-	(signed)		5	Not Responsive		-	
Superintendent Ron H	lamilton	1	1			50	responsive			
Hours of Work	7:00 AM. 3	170PM		(signed)		ERULASS.				
Emp# Employee	Equip #	Activity Type	A/Abs Stat Code	Pay Scale Group	Prem Code	8				
.22(1) R. Sweet		1	6000			24				
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L. Damato	C1282		6000			9				
J Fizell						4				
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GENERATOR, PORT, GAS		V31373				9	Not Responsive	-		
SAW, CUT-OFF, HANDHE TOOLS, SCARIFIER, WAL		V21752				4	and a second	-		
TOOLS, SCARIFIER, WAL		V20760				3				
TRUCK, DUMP, 1 YARD		C1282				4				
VACUUM, DRY, 10 GALLO	DNS	V12534				4				
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Toilets			-							
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	171 115 C P	75Fie upervisor	D'Amato Material	Superintendent Amount	F familton Comments			pg. 2 of 2
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2600 61k	York		5F7-13212	- /	11	ei	4	Nis
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ignage Used: ctivity Code ocation 5 ign safety when Departin ignage Used: ctivity Code		Cones Sr	Material Dump:	Arnount	Comments	Flashers	By: Delineato	(Initials)
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Weather

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VANCOUVER

		Pg.	1 of 2
A/A_	913	355	810

Date: August 3, 2012

## Streets Operations Daily Crew Report

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CITY OF VANCOUVER	ENGIN	EERING DAILY TAILGATE	TALK
DATE 08/03/12		SITE SUPERVISOR	
LOCATION 1/anio		SIGNATURE	
ROUTINE WORK ACTIVITY	(Y)N	CREW	
CONDITIONS Temp:		Clear Overcast Rain Snow	Windy
SCOPE OF PROJECT	of the		
- stru	p to	mos	
- pla	ne te	sp soil gross s	-d
SAFETY ISSUES		UTILITIES	
Traffic Plan Discussed:	Y_N	BC One Call report on site	Y N
Pedestrian Concerns:	¥ N	Gas plans on site	Y N
Cyclist Concerns:	Y N	Gas Main/Service	Y N
PPE Safety Vest , Hard Hat, Protective Eye Wear	YN	High Pressure Line	Y N
Respiratory Hazards, Asbestos, Silica Other:	YN	Electrical	Y_N
Confined Space Entry	YN	Gas/ Electrical Inspector Required	YN
Confined Space Permit Complete	YN	Street Lighting	Y N
Mobile listening device policy (Cell Phones)	YN	Telephone Ducts	Y N
Other		Fibre Optics	YN
I		Water main	Y N
First Aid Attendant:		Other	
~ Level requried on site:	1 2		
EXCAVATION		OVERHEAD HAZARDS	
Underground Hazards	Y N	Trolley Lines	Y N
Soil Condition	Y N	Electrical	Y N
Other		Street Lighting	Y N
	••••••	Other	
Safe digging procedures discussed with:		Utility Marks Confirmed	
City Operator(s)	YN	Marks identified and clear	YN
Hired Operator(s)	YN	Marks match utility plans	YN
Mechanical Excavating Record Required	YN	Other	- Consta
Padman Swamper Required	YN		••••••
Notes			
<b>CHANGES / ADDITIONS TO THE ORIGINA</b>	L TAILGATE F	ORM (Change	in Conditions
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TIME:			
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Traffic Control Persons			
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Present for the meeting:	•		
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9	19	2	
10	20	3	
		<b>J</b>	
Hired Equipment Oper	rators (includii	ng all consaws, hired backho	es, trucks, etc.)
	<u></u>		
•		Arrived on Site	Operator Signature
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Weather	-		-						Pg. 1	of 2
Weather	Lam S	- 1000			CITYO	SUVER	A/A	13	500	101
Date:	September 18			ts Op	erations Da		eport			
					0 11	n /_	Work (	Order #	and Hours	
Crew #	75			2	111		1 2	3	4	5
ield Supe uperinter lours of V	ndent Ron H	amilton	0-5592	Jes Julies	///	- And	5/	/		/
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.22(1)	L. Colbourne			6000		8				
	L. Damato	A5509		6000		8		-		
	R. Wojdala		p.74	6000	GR-320	8				_
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TRUCK	Equipment I , VAN, POWER T			XLE	Equipment ID A5509	8	Runn	ing Hour	s	-
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LOCATION 1000 6/M	Bel	ovani	SIGNATURE		>
ROUTINE WORK ACTIVITY	N	N	CREW 75	and the second	
CONDITIONS Temp:		Carrier and Carrier	(Clear) Overcast Rain Snow	Win	dv
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SAFETY ISSUES			UTILITIES		C. Alakara
Traffic Plan Discussed:	Y	N	BC One Call report on site	Y,	N
Pedestrian Concerns:	1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-	N	Gas plans on site	Ŷ	N
Cyclist Concerns: PPE Safety Vest , Hard Hat, Protective Eye Wear	1	N N	Gas Main/Service High Pressure Line	Ŷ	N N
Respiratory Hazards, Asbestos, Silica Other:	Ŷ	N	Electrical	v	N
Confined Space Entry	Ŷ	N	Gas/ Electrical Inspector Reguired	Ŷ	N
Confined Space Permit Complete	Ŷ	N	Street Lighting	Ŷ	N
Mobile listening device policy (Cell Phones)	Y	z   z   z   z	Telephone Duets	Ŷ	N
Other		/	Fibre Optics	Y	N
			Water main	Y	N
First Aid Attendant:			Other		
~ Level requried on site:	1	2		K AT DEPOSIT	STORES IN THE REAL PROPERTY.
EXCAVATION	. Andread	1. A.	OVERHEAD HAZARDS	<u></u>	
Underground Hazards Soil Condition	Ŷ	N	Trolley Lines	Ŷ	N
Other	8 <b>1</b> 2	N	Street Lighting	v	N
			Other		1.
				•••••	
Safe digging procedures discussed with:			Utility Marks Confirmed		1. A. S. M.
City Operator(s)	Y	N	Marks identified and clear	Y	N
Hired Operator(s)	Y	N	Marks match utility plans	Y	N
Mechanical Excavating Record Required	Ŷ	N	Other		
Padman Swamper Required	¥	N		•••••	
Notes				••••••	
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Traffic Control Persons		
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1 L.DANGO	11	21
2 R. Updall	12	22
3 1. Cottourne.	13	23
4	14	24
5	15	25
6	16	26
7	17	27
8	18	28
9	19	29
10	20	30
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Hired Equipment Operator	s (including all consaws, hired back	hoes, trucks, etc.)
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	Arrived on Site	Operator Signature
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	pervisor Fleming	604-690-4594		V	H(signed)	4			-			-
Superint	tendent Bill Vista		And P PM	lat	(signed) (signed)	<u>ر</u>	EER 494225	Ee2454220	46696			ŧ
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	J. Sherratt		Piori	6000	1-12320		5	Î	V			
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	R, WORK, 3-5 MAN, V		A2791				5	(	2	-		-
	DUMP, 1 YARD		C1280			-	5	i	2	-	-	-
	DUMP, 3 YARD		C1159	-		200	5	1	2	-	-	-
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Dumps	(National Yards Only)		Yrds Du	mped						1.5		

pg. 1 of 2

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March 25, 2014	Crew #	91Field Superviso	-	Superintendent	Bill Vistaunet	
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	WORK, 3-5 MAN, W	GAS, MEDIUM, 16"	V31758 A2791				-1					
	UMP, 1 YARD		C1280			-	1					
	UMP, 3 YARD		C1159				1					
	ICKUP, COMPACT		A1238				1					
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March 27, 2014	Crew #	91Field Supervisor	Fleming	Superintendent	Bill Vistaunet	pg. 2 of 2
Location 1	FERAGLZ	0	Material	Amount	Comments	
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Sign safety when De	parting Location:	Cones Sn	ow Fence	Tape Barrica	de Ramps Fla	shers Delineators
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Wagon	Location 1200 The	Crescent							A/A	9/5	12	759
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	March 26, 2014		-1	11	11_			Work o	order	# and	Hours	
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Superint	tendent Bill Vista	unet	he	UL	aussil		2	nsive				
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.22(1)	G. Lindsay	C1280	P74	6000	GR-320		b					
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March 26, 2014 Location 1	Crew #	91Field Supervisor	Fleming Material	Superintendent Amount	Bill Vistaunet	pg.:
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IO25       I       BOLTS FROM BIME         W.GEORGIA.       Rack BENT OVER.         #/SR#/VPD#       II9982       Value         # Received:       BELTS       STREET         # Received:       BELTS       BIKE BALCK         # Arrival:       Biker Balck       Biker BALCK         # of Arrival:       Biker Balck       Biker BALCK         # of orgited:       Balck       Balck       Balck         nage Used:       Cons       Bnow Fence       Tape       Ballocade       Karris       Delineators       By         Note:       One       Brow Fence       Tape       Ballocade       Karris       Delineators       By         Note:       Note:       Ballocade       Karris       Delineators       By         Note:       Note:       Ballocade       Karris       Delineators       By         Note:       Note:       Ballocade       Ballocade       Ballocade       By       Mallocade         Note:       Ballocade <th>1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</th> <th></th>	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
W. GEORGIA.       Rack Bent over.         #/SR #R/VPD # 1199892       YHR         Breakval:       Bentove Bouts:         a of Arival:       Bentove Bouts:         a Completed:       Bentove Bouts:         n safe Vwen Departing Location:       Cones         gage Uwen:       Bentove Bouts:         By:       Initiation:         By:       Initiation:         By:       Initiation:         By:       Initiation:         By:       Initiation:	attori 4 BERDDDD Material Comments	-
# / SR #R / VPD # 19982       / 2 / 2 / 2 / 2 / R       REHOVE BOLTS         imant       FOR IL USE TO STREET         ie Received:       FOR IL USE TO STREET         ie of Arrival:       For Il USE TO STREET         instates       For Il USE TO STREET         is a for instant       For Il USE TO STREET         is a for instant       For Il USE TO STREET         is a for instant       For Il USE TO STREET         is a for instant       For Il USE TO STREET         is a for instant       For Il USE TO STREET         is a for instant       For Il USE TO STREET         is a for instant       For Il USE TO STREET         is a for instant       For Il USE TO STREET         is a for instant	DOLIS LOOM DINE	-
#/SR #R/VPD# 19982 /2HR BEFER TO STREET mant ie Received: e of Anrival: e Completed. In safety when Departing Location: Cones Snow Fence Tape Barricade Mamps Bashers Paineators F hage Used: t Responsive	WIGEOKEIA. RACK DENT OVER.	-
Imant       Image Used:		_
e Raceived: e of Arrival: the Completed. In safety when Departing Location: Tage Used: th Responsive Cones Snow Fence Tape Barricade Ramps Fischers Pelineators By: (nitige) th Responsive	TO AS TRACT DEPENTO STREET	-
e of Arrival: e Completed: n safety when Departing Location: cones snow Fence Fape Barricade Kamps Flashers Pelineators By: (nitiges) t Responsive	PURMILIBE 10	-
n safety when Departing Location: Cones Snow Fence Tape Barricade Famps Flashers Delinaators By: (Initiae)	ne of Arrival:	1.
nage Use:	ne Completed:	1
t Responsive		B
	by. And	ialsy
	ot Responsive	

pg. 2 of 2

Weather	_amp	m	5	Contra	ITY OF	JVER		AIA	9128	887 63	5
Date:	March 13, 2012		Stree	ets Ope	eration	s Dail	y Cro	ew Rep			e: 10F2
Crew # Field Super Superinten Hours of W	dent: George	ency Truc hift 690-5 e Ledo PM -		Signed) (Signed) (Signed) (Signed) AM -	an W	de	- /	1 lot Respon	2   3 Isive		256078
Emp #	Employee	Equip #	Activity Type	A/Abs Stat Code	Payscale Group	Prem. Cod				L	24
s.22(1)	B. MacNeil		P25	6000	GR340	05	Not Re	sponsive			0
	I. Manson		P25	6000	GR340	05	-			Γ.	0
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									-		7
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	Equipment Des	cription		E	quipment	ID	-	R	unning Ho	urs	-
Street	s EQ Rental / TRUC	CK, DUMP	1 YD		C1116		Not Re	sponsive	1	1.	0
Toilets:							-				-
Flashers:						2.5					
Dumps (Na	at. Yards Only):			Yards Du	mped:					TUTTE	1 - 1
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Location 6	FL 256038 Material	Comments
NIWIC 1000 BAK	W GEORGIA	TOOK. 4 PULTURES OF TRIP HARADD.
AT BUS \$TOP #5 58	705 + \$54446.	AT TREEPHI BY BUS STOPS.
Log # (SR #R / VPD # 275 7		
Informant: LISA SII	149137. #37.	UNSURE OF PRECISE LOCATION OF
Time Recieved: 515pM.	1 Heh	TRIP. MEARIAGO 42"-1" TRIP
Time Of Arrival:		PREDINGED + FILLED WITH SAND
Time Of Arrival: Time Completed: 645 3 14		RISTER TO RISH MENT + SIW MAINTENANDE
Time Completed: 645 3 14 Site Safety when Departing Location		REFER TO RISH MENT + SHW MAINTENANDE Barricades a Ra, a Flashers a Delineators a
Time Completed: 645 3 14 Site Safety when Departing Locati	on: Cones L Snow Fence D Tape	RISFER TO RISH MONT + SIW MAINTENAND Barricades Ra. Flashers Delineators D

Date:	May 3, 2013		Stree			JVER	y Crew R	eport			Page: /
						1			rk Order		
Crew #	504		90-7360 90-4734	/ 111	- /	TH	1	1 2		4	5 1 6
	(Signed)	ency Truc		(Signed)	ner	purn		İ		1	/
Field Supe	ervisor: Nighth			(Signed)	2	-	Not Resp	onsive	Y	t Respo	nsive
Superinte	ndent: George	Ledo 690	-5680	de	The	le			2		
Hours of	Work: 330	PM - 1	200	(Signed) AM -			Not Responsive	1000			
					Payscale	1	٦/	EEP 3	NOL	esponsi	ve /
Emp #	Employee	Equip #	Туре	A/Abs Code	Group	Prem. Code	Not		/	sponsive	
1.4.4	B. MacNeil	C1116	-	6000		05	Responsive	05	-		
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	B. Huth			6000	-	05	-	0.5			
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	Equipment Des	cription		Equipmen	nt ID			Runnir	ng Hours		
Street	s EQ Rental / TRUC	CK, DUMP	I YD	C1116	6.1.1		Not Responsive	0.5	Not Res	sponsive	
	Saw, chain, wood	l, gas, 18"		V21728				0,5			
Saw, reci	procation, cordles		36V, HD	V12363				0.5			
-	Pump, drain, sub		-	V11912				0,5			
	Power Broom			V21663		-		05			-
oilets:						-		-			_
ashers:								-	1	1	

ot Responsive			
Location 3	FERMARY	Materi	Comments
Location 3	EER 363862	Materi	Comments BIKE BACK BOITS BUILED
	EER 363862 EORGIA.	Materi	BIKE RACK BOLTS PULLED
1055 W.GE	ORGIA.	Materi	BIKE RACK BOLTS PULLED OUT. REFER TO STREET
1055 W.GE	ORGIA.	Materi	BIKE RACK BOLTS PULLED OUT. REFER TO STREET FURNITURE TO ANCORE
1055 W. GE og # / SR #R / VPD # 55 nformant:	ORGIA.	Materi	BIKE RACK BOLTS PULLED OUT. REFER TO STREET
1055 W.GE og # / SR #R / VPD # 5; nformant: 'ime Recieved:	ORGIA.	Materi	BIKE RACK BOLTS PULLED OUT. REFER TO STREET FURNITURE TO ANCORE BIKE RACK.
1055 W. GE og # / SR #R / VPD # 55 nformant: Time Recieved: Time Of Arrival:	ORGIA.	Materi	BIKE RACK BOLTS PULLED OUT. REFER TO STREET FURNITURE TO ANCORE BIKE RACK. RELETED TO M. BIGGIN, (
	ORGIA. 10823.		BIKE RACK BOLTS PULLED OUT. REFER TO STREET FURNITURE TO ANCORE BIKE RACK.

			Streets C	peratic	ons Da	aily Cre	w R	epo	rt	Rev.	1	2	
	April 28	3, 2015		. /	1					order	# and	Hour	s
Crew #	5	05		14	,			1	2	3	4	5	6
ield Su	ipervisor H	logan	604-690-3264	Z	71	(signed)		Not	opeiv	N	Not Resp	oneiv	
uperin	tendent E	lelinda S	pencer	J	The	ner		Resp e	onsiv	12	Nesh	Unaivi	
			-	1.	1	(signed)				12	)		
lours o	fWork		AM -	S= JO PM	1					Q			
Emp #	Emplo	oyee	Equip #	Activity Type	A/Abs Stat Code	Pay Scale Group	Prem Code			FR			
22(1)	R. Thorpe				6505								
	M. DaRosa	U			6505					1			
						1	-			-			_
	A. Pecoran	0		-	6505					1			-
		-		-									_
	J. Halldors	on		-	6505		_			1			-
	L Ciment	_	01001	_	0000		-			-			-
	J. Simoes		C1294	-	6000		-	-		1			-
	W. Andrad	0		-	6505		-	-		-	8		-
	W. Andrau	6			0303		-	-		1	6		-
	P. Hogan		C1118	-	6000		-			-	-		-
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		quipment I	Name	01001	Equip	ment ID	_	Runni	ing Hrs	_	Not	_	-
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oilets				-				-			-	-	-
lashers													1

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lot Responsive	Crew #	505Field Supervisor	Hogan	Superintendent	Belinda Spencer	pg. :
10	FR-507		Material	Amount	Comments	
	920 Hes	hires.	-		D. Safely Shutto	un
DEGRESIO I	025 11	PGoordia				
			-			100
San State State	-		Dump:	Location:		
Sign safety when Dep Signage Used:	parting Location:	Cones	now Fence	Tape Barrica	ade Ramps Fla	shers Delineators By: (In
Signage Used: Activity Code	P 12 1	Cones S	Units Complete		Measurement	
Signage Used:	P 12 1	Cones S				By: (In
Signage Used: Activity Code	P 12 1					By: (In
Signage Used: Activity Code	P 12 1					By: (In
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Signage Used: Activity Code	P 12 1		Units Complete		Measurement	By: (In
Signage Used: Activity Code	P 12 1					By: (In
Signage Used: Activity Code	P 12 1		Units Complete		Measurement	By: (In
Signage Used: Activity Code	P 12 1		Units Complete		Measurement	By: (In
Signage Used: Activity Code	P 12 1		Units Complete		Measurement	By: (In
Signage Used: Activity Code	P 12 1		Matenal	Amount	Measurement	By: (In
Signage Used: Activity Code			Units Complete		Comments	By: (In

Eng 271 MLH/10			F	IST Reg. #R121361942
Blue - Streets	CITY ENGI	NEERING SERVICES		
Green - Streets Pink - Originating Office	RECORD OF CUTS A	ND/OR DAMAGED SUR	ACES	201734
This form is to be completed b forwarded to Streets Operatio	y the Foreman in charge of a c ns for Permanent Repairs.	crew making a cut and/or causin		
Cut(s) made by:	cal (Streets)	No. of cuts:	No. of records:	of
Location of cut: COBBIL Burrand	+ W beer	the	1	
Site address if different from above:	10 Burrart	9		
Cut(s) made in: Street: Shoulder: La	ane; Sidewalk; Crossing; Curb; Blvd	Other	1626	
Surface type: light asphalt; heavy as Purpose of cut(s):	sphalt concrete; spraycap; gravel; tu		1	rele
Dimensions of cut(s):	light camera	a base rem	ioral	
Thickness of surface cut(s):	2 lism	Depth of excavation(s):	)	
Backfilled with:	Temporary repaire		FTemp. repair:	Needs
ZOmm Compacted by:		mper, or	Raised Settled	Attention
Foreman's Comments	or, an tamper, incontantial ta	Work Order No. 900	53310	
		B.W.O. No.:		
-		Permit No.		
Foreman's Signature		Superintendent's Signatu	ire	
	For Pe	rmanent Repair		
J	l	J	E	
			Geo	
burrard			S	KN KN
		N.D.	3	
		Fred .	pole # 15	10
		XIA	Poleto	16
1	JB2000			
Street's Inspector's cut measuremen			2	8-19-11 R
	1.3"× 1.5	~		p to be moved:
				ing signs required:
Street's Inspector's Comments:			Meters Traffic r	estrictions: 7-9
		T		4-6
Street's Foreman's Comments:		Foreman's Signature	Tane	pre 2015 pompleted
-		CREW # 2	2 1.3	
Units Charged	95 Work Order	205 TOTAL	522.	60
	CODE DS	RATE 268	Nº 148	306

Eng	271 MLH/10			HST Reg. #R121361942
Blue	- Streets	CITY ENGIN	EERING SERVICES	101 Nog. #1121001012
Green	- Streets - Originating Office		DOR DAMAGED SURFACES	201735
			(79) (2) 19	201700
forwa	rded to Streets Operat	d by the Foreman in charge of a creations for Permanent Repairs.	ew making a cut and/or causing dama	
Cut(s)	Streets	(Crust Electroal)	No. of cuts: No.	of records: of
Locatio	nofcut: W.Get	STA + Bh	rrorA	
Site ad	dress if different from above	Burrard		
Cut(s)	made in: Street; Shoulder;	Lane Sidewalk; Crossing; Curb; Blvd;		
Surface	e type: light asphalt; heavy	asphalt; concrete; spraycap; gravel; turf	other Exposed 442	oncrete)
Purpos	e of cut(s):	Isabit camera	. base remain	+
Dimens	sions of cut(s):	15 × 1 240		
Thickne	ess of surface cut(s):	0	Depth of excavation(s):	
Backfill	ed with:	Temporary repaired	with: Condition of Temp. rd	epair: Needs
Comps	20mm	Mon Hot Mix Cold	Mix Gravel Good Raised	
	hand	tool; air tamper; mechanical tamp		
Forema	an's Comments		Work Order No. 900 5	3310
-			D.M.O. NO.	
-			Permit No.	
Forema	an's Signature	AL Date: July 5	Superintendent's Signature	
_		For Per	manent Repair	
	1	Cherst Chus	cathedran .	٤
				N. Geo
				0 /
			D	to <n< td=""></n<>
		0.1	T	8
R	srach	C	7 4	
Du		A.		
	)	TB IS	o 2 Pole 11/6	ſ
Street	s Inspector's cut measurem	22		SBAT. 19-11 DL
_		1.3×1.5	~	Bus Stop to be moved:
_				Traffic cones required:
				No parking signs required:
Street'	s Inspector's Comments:			Meters to hood:
				4-6
Street	s Foreman's Comments:		Foreman's Signature K WAJCIK	Date Completed Tuno 1st 2015
			CREW # 22	Units Completed
_				
	Units Charged	.95 Work Order ERF	205 TOTAL 5	22.60
		CODE D5	RATE 268	148307

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ATI

5	2	N3
Eng. 271 MLH/10		HST Reg. #R121361942
Green - Streets	GINEERING SERVICES	ces 212514
This form is to be completed by the Foreman in charge of forwarded to Streets Operations for Permanent Repairs.		
Cut(s) made by: とみちし	No. of cuts:	No. of records: 2 of 2
Location of cut: <u>EIS 600 BLK BURGED S</u> Site address if different from above:	- NO 900 BLK N DWG # 7003-	
Cut(s) made in: Street; Shoulder; Lane; dewalk Crossing; Curb; E	Blvd; Other	
Surface type: light asphalt; heavy asphalt; concrete; spraycap; grave Purpose of cut(s): <u>ANCHOR REPLACEMEN</u> Dimensions of cut(s):		
Thickness of surface cut(s):	Depth of excavation(s): ±2.04	
Backfilled with: Temporary rep Hot Mix	paired with: Condition of T	Needs
Compacted by: hand tool; air tamper; mechanica	al tamper; or	
Foreman's Comments	Work Order No. B.W.O. No.:	20049910
	Permit No. Superintendent's Signature Permanent Repair	
E. S	TO BLE	N N
ECECITA	RRARD 8	n n iz
	F_O	1
Street's Inspector's cut measurements:		JUNE 10/13/5
11.6m × 3.9m		Bus Stop to be moved;
Street's Inspector's Comments:	Λ.	Meters to hood:
Street's Foreman's Comments:	Foreman's Bignature	Date Completed
Units Charged 6, 24 Work Order ERF CODE	200 TOTAL S RATE 183.60	145.66 161904

2	~		N3
Eng. 271 MLH/10			HST Reg. #R121361942
Green - Streets	NEERING SERVICES	ACES	212513
This form is to be completed by the Foreman in charge of a conforwarded to Streets Operations for Permanent Repairs.			urface, and
Cut(s) made by: CHBL	No. of cuts:	No. of records:	of Z
EIS 600 BLK BUREARD Site address if different from above:	ST. N/0 900 DWG# 7003		GEORGIA ST
Cut(s) made in: Street; Shoulder; Lane; sidewalk Crossing; Curb; Blvd;	Other		
Surface type: light asphalt; heavy asphalt; concrete spraycap; gravel; tur Purpose of cut(s): ANCHOR REPLACEMEN	~	29	
Dimensions of cut(s):	Depth of excavation(s):		
Backfilled with:	±2.0m	f Temp. repair:	Needs
Hot Mix Col	ld Mix Gravel Good	Raised Settl	Ied Attention
hand tool; air tamper; mechanical tam Foreman's Comments	work Order No.	20049	2910
	B.W.O. No.:	0,001,1	
	Permit No.		
Foreman's Signature Date:	Superintendent's Signatu	re	
For Per	rmanent Repair		
2 600	BLK	MELVI	2 Z
George Bur	RARD	re	N N
		(	
Street's Inspector's cut measurements:		JUN	E 10/13K5
1 1.5m × 3.9m		Bus S	top to be moved:
Street's Inspector's Comments:	1,	Meter	rking signs required:
Street's Foreman's Comments:	Foreman's Signature	Units	Completed Completed S: 85
Units Charged 5.85 Work Order ERF CODE D5	205 TOTAL 8 RATE 273.36	1577.	16/ 1903

Eng 271 MLH/10	0	HST Reg. #R121361942
Green - Streets Pink - Originating Office RECORD OF CUTS AI		585890 Es
forwarded to Streets Operations for Permanent Repairs. Cut(s) made by:	No. of cuts:	No. of records:
Location of cut: 600 BIK WIS HAILSTONE ST SID Site address if different from above:	1000 BLK ME	
107TW GEORGIA ST		34-8782
Cut(s) made in: Street; Shoulder; Lane; Sidewalk; Crossing; Curb; Blvd; Surface type: light asphalt; neavy asphalt; concrete; spraycap; gravel; turn		
Purpose of cut(s): <u>UGSERVICE</u> Dimensions of cut(s):	, ouer	
Thickness of surface cut(s):	Depth of excavation(s):	
Backfilled with: Temporary repaired Hot Mix Cold		np. repair: Needs ised Settled Attention
hand tool; air tamper; mechanical tam Foreman's Comments	ver:) or Work Order No.	0 567 27
	B.W.O. No.:	A02) 0201
	Permit No.	
Foreman's Signature Date: Do FEB	Superintendent's Signature	
	manent Repair	
HAILSTONE	S ST.	N A
		ſ
Street's Inspector's cut measurements: $ \begin{array}{r} 1 & 0.5m \times 1.8m \\ 2 & 1.0m \times 34.2m \\ 3 & 1.0m \times 1.0m \\ 4 & 1.4m \times 1.0m \\ \end{array} $ Street's Inspector's Comments:		MAR 9/15 K5         Bus Stop to be moved:         Traffic cones required:         No parking signs required:         Meters to hood:         Traffic restrictions:         7-9         4-6
Street's Foreman's Comments:	Foreman's Signature R. L. WILLIAMN CREW# 30	Date Completed 06/04/2016 Units Completed 37.5
Units Charged 37.5 Work Order ERF	RATE TOTAL	3,940.50
CIS	RATE OS OB	166301

W. GEORGIVA

EDEGRADATION FEE	2	GST Reg. #R1213619
IDDIDIE	EERING SERVICES	
Green - Streets Pink - Originating Office RECORD OF CUTS AN	DIOR DAMAGED SURFAC	ces 722961
This form is to be completed by the Foreman in charge of a cre forwarded to Streets Operations for Permanent Repairs.	ew making a cut and/or causing d	amage to a surface, and
Cut(s) made by:	No. of cuts:	No. of records:
Location of cut: 5/5 1000 bilt us Seo	valia	
	v	
Cut(s) made n: Street, Shoulder; Lane; Sidewalk; Crossing; Curb; Blvd;		
Surface type: light asphalt; heavy asphalt; concrete; spraycap; gravel; turf Purpose of cut(s):	Other	
lerk repit		
Dimensions of cut(s): 1.5 by 2/1.8 by 1.	2	
Thickness of surface cut(s):	Depth of excavation(s):	~
Backfilled with: 71 g		mp. repair: Needs aised Settled Attention
Compacted by: hand tool; air tamper; mechanical tamp	per; or	
Foreman's Comments	Work Order No. EEL	0693848
	B.W.O, No.:	1
	Permit No.	
Foreman's Signature Date: 11	Superintendent's Signature	
Dec Cor Mar H/	16	
For Peri	manent Repair	
1000	W Deargie	G
		8 1
		8
		(N)
	1060)	eur .
	WILL WEEK	Ù-
	1	
Street's Inspector's cut measurements:		MAR 30/16 KS
6.1 × 2.	0-	Bus Stop to be moved:
		Traffic cones required:
		No parking signs required:
Street's Inspector's Comments:		Traffic restrictions: 7-9
		4-6
Street's Foreman's Comments:	Foreman's Signature	Date Completed 03/19/2018
	R.J. WILLIAMS CREW#30	Units Completed
Units Charged 12,20 Work Order ERF	303 TOTAL	2615,19
CODE E 3	RATE 4.36	
	QU'DE	188327

# Eng. 271 MLH/14 DEGRADATION FEE

# **CITY ENGINEERING SERVICES**

### GST Reg. #R12136194

3

Green Astress CARLE F	RECORD OF CUTS AN	ND/OR DAMAGED S	URFACES	860188
This form is to be completed by the forwarded to Streets Operations for	Foreman in charge of a cre r Permanent Repairs.	ew making a cut and/or c	ausing damage to	a surface, and
Cut(s) made by:		No. of cuts: Z	No. of rec	ords: / of /
Location of cut:	90 BURRARD	>		
Site address if different from above:	DIO PUNATION	REF#4	74462	
Cut(s) made in: Street; Shoulder; Lane; S	Sidewalk; Crossing; Curb; Blvd;			
Surface type: light asphalt; heavy asphalt	concrete spraycap; gravel; turf	; Other		
Purpose of cut(s):	LE UNITY			
Thickness of surface cut(s):		Depth of excavation(s):		
Backfilled with:	Temporary repaired		dition of Temp. repair:	
		d Mix Gravel Good		Settled Attention
Compacted by: hand tool;	air tamper; mechanical tamp			
Foreman's Comments		B.W.O. No.:	2006801	59
		B.W.O. NO		
		Permit No.		
Foreman's Signature	Date: MARTT-	Superintendent's	Signature	
		manent Repair		
			)	
	a loo			N —>
	U	(2) YE	RMRD	
		GUR	RVAILI)	
- W.	~114		I	I
Street's Inspector's cut measurements:				
3.1~x	7.6 3.1-	×4.8-		Bus Stop to be moved:
-	)			Traffic cones required:
				No parking signs required:
Street's Inspector's Comments:				Meters to hood:
				4-6
Street's Foreman's Comments:		Foreman's Signature		Date Completed
		CREW		Units Completed
Units Charged	Work Order	115	TOTAL	10 00
612	CODE	RATE	\$ 4,4	6.04
Qu 6.5 m	LUD	110.11	1	81230

# Cut Sheet Log for 1000 W. Georgia @ 600 Burrard.

CUTNO	CLIENTCODE	ASSET_CASTNO	ASSET_CASTNAME	UNITDESC	WO_CASTNO	WO_CASTNAME	RATECODE	CREWID	UNITEST	BILLDATE	COMPDTTM
201734	STS	600	BURRARD ST	600 BURRARD ST W	600	BURRARD ST	205	RCC22	1.95	20-Sep-11	6/1/2015
201735	STS	600	BURRARD ST	600 BURRARD ST W	600	BURRARD ST	205	RCC22	1.95	20-Sep-11	6/1/2015
212513	UTIL	600	BURRARD ST	600 BURRARD ST E	600	BURRARD ST	205	RMC91	5.85	12-Jun-13	3/25/2014
212514	UTIL	600	BURRARD ST	600 BURRARD ST E	600	BURRARD ST	200	RMC91	6.24	12-Jun-13	3/27/2014
Not Resp	onsive										
575489	HYDRO	1000	W GEORGIA ST	W GEORGIA ST from THURLOW ST to BURRARD ST	1000	W GEORGIA ST	303	RCA81	36.27	12-Feb-15	6/5/2016
575490	HYDRO	1000	W GEORGIA ST	W GEORGIA ST from THURLOW ST to BURRARD ST	1000	W GEORGIA ST	207	RCC22	3.1	12-Feb-15	6/11/2015
575492	HYDRO	1000	W GEORGIA ST	1000 W GEORGIA ST S	1000	W GEORGIA ST	200	RCC22	4.62	12-Feb-15	6/12/2015
585890	SHAW	1000	W GEORGIA ST	W GEORGIA ST from THURLOW ST to BURRARD ST	600	HAILSTONE ST	115	RCA30	37.5	10-Mar-15	6/4/2016
588991	SHAW	1000	W GEORGIA ST	W GEORGIA ST from THURLOW ST to BURRARD ST	1000	W GEORGIA ST	303	RCA30	34.32	1-Apr-15	6/5/2016
613638	CHEAT	1000	W GEORGIA ST	1000 W GEORGIA ST N	1000	W GEORGIA ST	205	RCC22	2.21	3-Jun-15	6/15/2015
613650	HYDRO	1000	W GEORGIA ST	1000 W GEORGIA ST S	1000	W GEORGIA ST	201	RCC22	11.76	3-Jun-15	6/12/2015
722961	WATER	1000	W GEORGIA ST	W GEORGIA ST from THURLOW ST to BURRARD ST	1000	W GEORGIA ST	303	RCA30	12.2	1-Apr-16	3/18/2018
860188	SHAW	600	BURRARD ST	L/E of BURRARD ST to W GEORGIA ST; lane 1	690	BURRARD ST	115		38.44	2-May-17	(blank)

Service Request # R	Request Type	Sub Type	Requested Date	Address	Location
449137	RSideWalkRepair	SidewalkUneven	3/13/2012 16:50	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	
488329	RSideWalkRepair	SidewalkUneven	7/31/2012 14:36	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)
lot Responsive					
497931	RSideWalkRepair	SidewalkUneven	9/5/2012 9:03	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)
570823	RGeneralIssue	xBikeRack	5/3/2013 14:15	1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC	(blank)
684895	RSideWalkRepair	SidewalkUneven	4/4/2014 15:58	1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC	(blank)
693853	RSideWalkRepair	xEmergency	5/5/2014 11:36	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)
693860	RSideWalkRepair	xEmergency	5/5/2014 11:49	1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC	(blank)
713670	RSideWalkRepair	xEmergency	7/4/2014 15:17	1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC	(blank)
779773	RGeneralIssue	BikeRemovalAbandoned	1/22/2015 9:00	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)
808510	RConstComplaint		4/27/2015 11:46	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)
871446	RSideWalkRepair	xSidewalkBrokeInjury	9/25/2015 10:35	1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC	(blank)
883855	RGeneralIssue	BikeRemovalAbandoned	10/30/2015 12:05	666 BURRARD ST (MA) Vancouver BC	(blank)
913249	RSideWalkRepair	xSidewalkBrokeInjury	1/20/2016 12:07	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)
929548	RSideWalkRepair	Other	3/1/2016 15:03	600 and 700 BURRARD ST -Inter COVAV Vancouver BC	(blank)
936386	RSideWalkRepair	SidewalkUneven	3/21/2016 8:26	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)
971253	RSideWalkRepair	Other	6/9/2016 8:46	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)
1026768	RGeneralIssue	BikeRemovalAbandoned	10/9/2016 17:00	1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC	(blank)
1142170	RSideWalkRepair	xSidewalkBrokeInjury	6/13/2017 8:46	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)
1199892	RGeneralIssue	xBikeRack	10/17/2017 11:43	1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC	(blank)

# Service Request log for NWC Burrard (600 blk) and W. Georgia (1000 blk) - January 1, 2012 to January 17, 2018



Service Request # R 449137 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2012/03/13 16:50 Call Date 2012/03/13 16:25 Lagan's ECM MajorLog Update Incident Date Crew Assign Date 2012/03/14 08:18 2012/03/14 07:07 Crew ID Crew Contact 4352 Reviewed yes Sub Type SidewalkUneven RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Alt Crew Contact

# Information

Zone	
Area description	
Sub-area	
Sub-area description Beat	
District description Auto Beat	
Priority	4
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	
311 Case #	101000275744
Source	an a
Due Date	2012/03/16 16:25
Ext Reference #	
Ref Type	
Lagan CSR Name	AVVEK
Method	
Designation	
Frequency	
Cleaning Zone	
and the second	

## Request Location

Asset Parcel ID Property ID Lane GPS X 491119.2143 GPS Y 5459153.8421

Location

Address type Range Street # 1000 to 1099 Pre Dir Street Name W GEORGIA ST Suffix Range Post Dir

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen\_CRM.SRInfoViewerChildApplet&apid=Hansen\_\_\_\_\_

1/4

2018	Service Request InfoViewer
Cross Str Street 2 Na Street 2 Su Street 2 P Direct Cross Str Street 3 Na Street 3 Na Street 3 Su Street 3 P Direct City, Provin Postal Co Provin	me ffix sost ion seet me ffix sost ion Ce, Vancouver tee BC
Incident Detai	S
	Street ops emergency truck took 4 pictures of trip hazard at tree pit by bus stop, and 6 pictures of area, unsure of previse location of trip. Measures 0.5" - 1" trip, premixed and filled with sand. Forward to R. Hamilton for permanent repair Mar 14, 2012.
Call Details	
Call Duration # of Calls Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service Request Progress	0 yes
Contact	
First, Middle Ini T Fore Addre C State/Provir	tial ittle ign no ss.22(1) Sity West Vancouver ace BC PC V7W 1Z7
Contact Pho Alternate Pho F Pay F E-n	ne s.22(1) ax ger N
Customer Cor	
	s.22(1)
Other Calls (No Data)	
Inspection	4252
Scheduled Due By Started Due By Completed Due By Resolved Due By	2012/06/12 00:00
Resolution Resolution description	40 Temp - Final Repair Scheduled

Service Request InfoViewer

Estimated day comp Service Red (No Data)	lete	nspections				
	RYLA ASHLL MCMA	Name Date GIRL NG 2012/03/14 07:06 EA 2012/03/13	Street ops emergency truck took of trip. Measures 0.5" - 1" trip, pro	eets emergency truck afternoon shift - waiting for paperwork 4 pictures of trip hazard at tree pit by bus stop, and 6 picture emixed and filled with sand. Forward to R. Hamilton for perm g crew. Work to be done Spring 2012.	s of area, unsur anent repair Mai	e of previse locatio 14, 2012.
Attachments Attachment No Data)						
Associations Linked Serv (No Data) Associated (No Data) Associated (No Data) Associated (No Data)	vice Re Work Asset	Orders Inspections				
Request De Tab Not Loaded						
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data)						
Jsage Read	lings	· · · · ·				_
(Tab Not Loaded)	-					
Audit Log						
Audit Log						
	Audit Date Time	New Value		Old Value	User ID	Audit Catagory
LaganCaseDetails	2012/03/13 17:11	catch her #250 bus, btwn ti it) and the bus stop she trip looks to have been repaired	4:15pm - citizen was running to he city tree(w/a metal grill around oped on an elevated sidewalk that d at some point \$22(1) did have pointed out to her the piece of s	Monday, March 12, 2012 @ 4:15pm - citizen was running to catch her #250 bus, blwn the city tree(w/a metal grill arour it) and the bus stop she tripped on an elevated sidewalk th looks to have been repaired at some point <u>5</u> .22(1) did ha witnesses and one citizen pointed out to her ce of s	d at Integration	MCaseNotes
LaganCaseDetails	2012/03/13 17:17	catch her #250 bus, btwn ti it) and the bus stop she trip looks to have been repaired	9 4:15pm - citizen was running to he city tree(w/a metal grill around oped on an elevated sidewalk that d at some point 5.22(1) did have pointed out to her the piece of s	Monday, March 12, 2012 @ 4:15pm - citizen was running to catch her #250 bus, blwn the city tree(w/a metal grill arour it) and the bus stop she tripped on an elevated sidewalk th looks to have been repaired at some points 22(11) id ha witnesses and one citizen pointed out to her the piece of s	d	MCaseNotes
LaganCaseDetails	2012/03/13 20 01	catch her #250 bus, btwn ti it) and the bus stop she trip	2 4:15pm - citizen was running to he city tree(w/a metal grill around oped on an elevated sidewalk that d at some points 22(1) tid have pointed out to he ce of s	Monday, March 12, 2012 @ $4:15pm$ - citizen was running to catch her #250 bus, blwn the city tree(w/a metal grill arour it) and the bus stop she tripped on an elevated sidewalk th looks to have been repaired at some points 22(1) did ha witnesses and one citizen pointed out to he ce of s	d at Integration	MCaseNotes
		11955			KYLA	

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		Convice Degrand Info\/(equat	
8		Service Request InfoViewer	bior the
Crew Id 20	7 07 012/03/14 REM504 7 07		GIRL NG KYLA Hansen GIRL NG Hansen
Review Date 20	012/03/14 14/03/2012 7 07:00 AM 7 07	01/01/0001 12:00:00 AM	KYLA GIRL NG Hansen
Inspector 20	012/03/14 4352 8:18	11955	ASHLEA MCMANUS Hansen
	012/05/15 3:19	REM504	KYLA Hansen GIRL NG
agan eForm	1		
Lagan Detai			
	knees and hand as well as in concussion for now, but was did receive a tetanus shot. members boarding the same shock mode that day, so is r pin point the exact location. @ 16:48. 03/13/2012 - 4:57 03/13/2012 - 5:05pm - called running in order to respond, 03/13/2012 - LM - Crew call details. Citizen running north bus stops by the city tree wi	n:* Sidewalk - Uneven	), no on. Citizen ians and ie was in s raised or ormed DS k in a few. tizen was k. fifc location veen the 2 zard. LM

7. If Yes, provide details on license plate number or other details (if known):

8. (Don't ask just record - Did caller indicate they want a call back?) No

Lagan eForm Lagan Case Details



2018/03/08 10:53

Service Request # R 488329 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2012/07/31 14:36 Call Date 2012/07/31 14:15 Lagan's ECM Update Incident Date Crew Assign Date 2012/07/31 15:20 2012/07/31 15:20 Crew ID Crew Contact 4352 Reviewed yes Sub Type SidewalkUneven RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

#### Information

Alt Crew Contact

#### Information

Zone Area description Sub-area	
Sub-area description Beat	
District description Auto Beat	
Priority	
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	
311 Case #	101000321377
Source	
Due Date	2012/08/03 14:15
Ext Reference #	2012/00/03 14:10
Ref Type	
Lagan CSR Name	AVLM2
Method	
Designation	
Frequency	
Cleaning Zone	

## Request Location

Asset Parcel ID Property ID Lane GPS X 491170.2824 GPS Y 5459163.5429

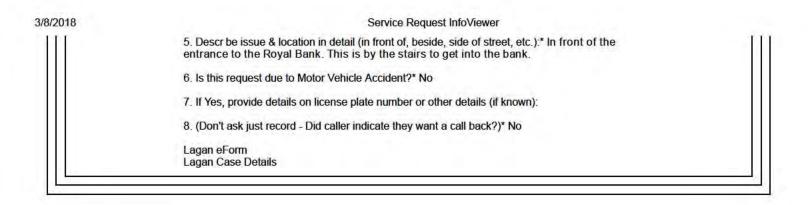
#### Location

Address type Address Street # 1025 Pre Dir W GEORGIA ST Street Name Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

118	Service Request InfoViewer
Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State BC Postal Code Location	
Incident Details	
Call Details	
Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress	
Contact	
Name S.22(1) First, MI Middle Initial Title Foreign no Address S.22(1) City Vancouver State/Province BC ZIP/PC V6C 1T2 Country	
Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type Other	
Customer Comments s.22(1)	
Other Calls (No Data)	
Inspection Inspector name Scheduled Due By Started Due By Completed Due By Resolved 2012/08/01 00:00 Due By Resolution 40 Resolution Estimated days to complete	
Service Request Inspections (No Data)	

	Reque	st Log Resu	lts			
Log	Entered By 19765	Entered By Name Tyler F eld Belinda woods	Start	To Comments July 31/12 - Referred to R Aug 1/12 - identified area completed by crew 75 - P	that requires a fa	ast patch procedure to eliminate a trip onto the staircase. To be
ttoohn	onto		- opt	and when the second sec	and the second	
ttachm Attachr	0.000					
No Data)	nents					
ssocia	tions	1.00				
	Service	Requests				
No Data)	ated Wo	ork Orders				
	a service a service		Schedule I	Date Completed D	ate Asset	Unit ID
322435		RSwReact		2012/08/03 00:00	Sidewalk	
322647 332797		RSwReact RSwReact		2012/08/03 00:00 2012/09/18 00:00	Sidewalk Sidewalk	
332798		RSwReact		2012/09/18 00:00	Sidewalk	101454
332801	tod Ac	RSwReact	20	2012/09/18 00:00	Sidewalk	95698
ASSOCIA No Data)	aleu AS	set Inspectio	115			
	ated Ca	ses				
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/ehicle No Data) Isage F Tab Not Lo Ludit Lo Audit Lo Audit Lo Field N Inspector	Reading paded) og log Log lame Au 2012	dit Date Time N /07/31 15 20 4	352		TYLER FIELD H	lansen
/ehicle No Data) Sage F Tab Not Lo Udit Lo Audit L Audit L Field N	Reading paded) og log Log lame Au 2012	dit Date Time N /07/31 15 20 4	352		TYLER FIELD H	lansen
Vehicle No Data) Sage F Tab Not Lo Udit Lo Audit Lo Audit L Audit L Field N Inspector Review Da	Reading paded) Dg Log Log lame Au 2012 te 2012	dit Date Time N /07/31 15 20 4	352		TYLER FIELD H	lansen
/ehicle No Data) Sage F Tab Not Lo Ludit Lo Audit Lo Audit L Audit L Field N Inspector Review Data	Reading paded) Og Log Log Iame Au 2012 te 2012	dit Date Time N /07/31 15 20 4	352		TYLER FIELD H	lansen
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Vehicle No Data) Isage F Tab Not Lo Audit Lo Audit Lo Audit L Audit L Field N Inspector Review Data	Reading paded) Og Log Log Iame Au 2012 te 2012	dit Date Time N 107/31 15 20 4 107/31 15 20 3	352 1/07/2012 3:20 00 1	PM 01/01/0001 12 00:00 AM	TYLER FIELD H	lansen
Audit Lo Audit Lo Audit L Field N Inspector	Reading paded) Og Log Log Iame Au 2012 te 2012	dit Date Time N 107/31 15 20 4 107/31 15 20 3 1. Type of Side	352 1/07/2012 3:20 00 1 walk problem." ride details:	PM 01/01/0001 12 00:00 AM	TYLER FIELD H	lansen





Service Request # R 497931 Request Type RSideWa kRepair Request type Sidewalk - Repair description 2012/09/05 09:03 Request Date Call Date 2012/09/05 08:50 Lagan's ECM MCaseNotes. Update Incident Date Crew Assign Date 2012/09/05 09:24 2012/09/05 09:27 Crew ID **REM503** Crew Contact 4352 Reviewed yes Sub Type SidewalkUneven RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Road Emergency Crew Day 503 Creator Dispatcher Alt Dispatcher

#### Alt Crew Contact

# Information

#### Information

Zone Area description Sub-area Sub-area description Beat District description Auto Beat Priority 4 Priority description Medium Responsibility RO Responsibility Streets Operations description Project Project description 101000333201 311 Case # Source Due Date 2012/09/10 08:50 Ext Reference # **Ref Type** Lagan CSR Name AVLM. Method Designation Frequency **Cleaning Zone** 

#### Request Location

Asset Parcel ID Property ID Lane GPS X 491170.2824 GPS Y 5459163.5429

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen\_CRM.SRInfoViewerChildApplet&apid=Hansen\_\_\_\_\_

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018		Service Request InfoV	liewer	
Subdesignation Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State Postal Code Location	Vancouver BC			
Incident Details	Dispatched to Truck 1203 at 0	9:26 Sept 5/12		
Call Details Call Duration 00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress	0			
Contact				
First, MI Middle Initial Title Foreign Address City State/Province	no s.22(1) Vancouver BC V6C 1T2			
Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type				
Customer Com	nents s.22(1)			
Other Calls (No Data)				
Scheduled Due By Started Due By Completed Due By Resolved 20 Due By Resolution 10	ONALD HAMILTON 012/09/05 00:00			

og					
	ntered By	LOG Results VEntered By Name Start Date To Comm JAN JONES 2012/09/05 09:25 Dispatched	ents I to Truck 1203 at 09 26 Sept 5/12		
Attachmen Attachmei <sub>(No Data)</sub>					
329648	d Work Milesto d Asset	Orders one Activity Schedule Date Completed D RswReact 2012/09/05 00:00 Inspections	ate Asset Unit ID Sidewalk 95698		
Request D (Tab Not Loade					
Fleet Equi					
(No Data) Plant Equ (No Data) Vehicles (No Data)	ipment				
(No Data) Plant Equ (No Data) Vehicles (No Data)	ipment adings				
(No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea	ipment adings				
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(No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log	ipment adings ad) J g Audit	New Value	Old Value	User ID	Audit Catagory
(No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field	adings adings ad) g Audit Date Time als 2012/09/05 09 09	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank.	ID	
(No Data) Plant Equ (No Data) Vehicles (No Data) Jsage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name	ipment adings ad) g Audit Date Time als 2012/09/05 09 09 2012/09/05 09 27	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM)	ID Integration JAN JONES	Catagory
(No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name LaganCaseDeta	ipment adings ad) g Audit Date Time alls 2012/09/05 09 20 2012/09/05 09 27	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352 REM503	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM)	ID Integration JAN JONES JAN JONES	Catagory MCaseNotes
(No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name LaganCaseDeta Inspector	ipment adings ad) g Audit Date Time alls 2012/09/05 09 20 2012/09/05 09 27	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM)	ID Integration JAN JONES JAN	Catagory MCaseNotes Hansen
(No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name LaganCaseDeta Inspector Crew Id Review Date	ipment adings ad)	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352 REM503	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out	ID Integration JAN JONES JAN JONES JAN	Catagory MCaseNotes Hansen Hansen
(No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name LaganCaseDeta Inspector Crew Id	ipment adings ad)	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352 REM503	He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out	ID Integration JAN JONES JAN JONES JAN	Catagory MCaseNotes Hansen Hansen

3/8/2018	Service Request InfoViewer	
III	321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Jan at 84299, he has the case number and details. 1. Type of Sidewalk problem:* Sidewalk - Uneven	11
	2. If Other, provide details:	
	3. Is there a black patch on it?* No	
	4. Is it safe?* No	
	5. Descr be issue & location in detail (in front of, beside, side of street, etc.).* In front of Royal Bank	
	6. Is this request due to Motor Vehicle Accident?* No	
	7. If Yes, provide details on license plate number or other details (if known):	
	8. (Don't ask just record - Did caller indicate they want a call back?)* No	
1. 2. 7	Lagan eForm Lagan Case Details	
-		



Service Request # R 570823 Request Type RGenerallssue Request type Street - General Issue description Request Date 2013/05/03 14:15 Call Date 2013/05/03 14:11 Lagan's ECM MajorLog Update Incident Date Crew Assign Date 2013/05/06 08:18 2013/05/03 15:34 Crew ID Crew Contact 5420 Reviewed yes Sub Type xB keRack MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher Alt Crew Contact

Information

#### Information

Zone Area description	
Sub-area Sub-area description Beat	
District description Auto Beat	
Priority	4
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	
311 Case #	101000417459
Source	
Due Date	2013/06/17 14:11
Ext Reference #	
Ref Type	
Lagan CSR Name	AVRP
Method	Sara a
Designation	
Frequency	
Cleaning Zone	

## **Request Location**

Asset Parcel ID Property ID Lane GPS X 491170.2824 GPS Y 5459163.5429

Location

Address type Address Street # 1055 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE MAL

8	Service Request InfoViewer	
Postal C	ame Suffix Post ction treet ame Suffix Post ction ince, Code Vancouver State BC	
Incident Deta	ills	
	Dispatched to c1116 (afternoon) on May 03/13 at 15:00. May 3/13 - Crew 504 found bike rack bolts pulled out. Referred to M. Biagini.	
Call Details Call Duratior # of Calls Taken By Taken by name Customer Contac Requested Notify Customer Regarding Service	s 0 V t no r e no	
Request Progress Contact	<u>s</u>	
Firs Middle II For Add State/Prov ZIF	Title reign no Iress s.22(1) City VANCOUVER	
Alternate Pr Pr E-	s.22(1) Fax ager PIN s.22(1) S.22(1) Owner	
Customer Co	s.22(1)	
Other Calls No Data)		
Schedulec Due By Startec Due By Completec Due By	MARCO BIAGINI 1 1 1 1 1 2013/05/07 00:00	

Service Request InfoViewer

lo Data)							
	tered By	OG Results Entered By Name MARK TOMPK NS TYLER FIELD TYLER FIELD	Start Date To 2013/05/03 14:20 2013/05/06 08:18 2013/05/08 10:15	Dispatched to c1116 (afternoor	e rack bolts pulled out. Referred to M	I. Biagini.	
Attachment	s						
Attachmen (No Data)	ts						
Association	S						
Linked Ser (No Data) Associated (No Data) Associated (No Data) Associated (No Data)	Work C						
Request De (Tab Not Loaded							
Schedules							
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles	oment						
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read	oment oment dings						
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Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log	dings	New Value			Old Value	User ID	Audit Catagory
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field	Audit Date Time 2013/05/03	New Value - (TACJL, May 3 2013 2:1	5PM) notified radu for d	tispatch	Old Value	ID	
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name	Audit Date Time 2013/05/03 14:16 2013/05/03	— (TACJL, May 3 2013 2:1 — (TACJL, May 3 2013 2:1	5PM) notified radu for d	dispatch — (AVRP, May 3 2013	— (TACJL, May 3 2013 2:15PM)	ID Integration	Catagory
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Audit Log Field Name LaganCaseDetails	Audit Date Time 2013/05/03 14:20 2013/05/03	— (TACJL, May 3 2013 2:1	5PM) notified radu for d	dispatch — (AVRP, May 3 2013		ID Integration Integration MARK	Catagory MCaseNotes MCaseNotes
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Audit Log Field Name LaganCaseDetails LaganCaseDetails	Audit Date Time 2013/05/03 14 20 2013/05/03 14 23 2013/05/03	— (TACJL, May 3 2013 2:1 — (TACJL, May 3 2013 2:1 2:16PM) Contacted Streets	5PM) notified radu for d	dispatch — (AVRP, May 3 2013	— (TACJL, May 3 2013 2:15PM)	ID Integration Integration MARK TOMPKINS MARK	Catagory MCaseNotes MCaseNotes Hansen
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name LaganCaseDetails LaganCaseDetails Inspector	Audit Date Time 2013/05/03 14:16 2013/05/03 14:20 2013/05/03 14:23 2013/05/03 14:23 2013/05/03	— (TACJL, May 3 2013 2:1 — (TACJL, May 3 2013 2:1 2:16PM) Contacted Streets 13085	5PM) notified radu for d	dispatch — (AVRP, May 3 2013	— (TACJL, May 3 2013 2:15PM)	ID Integration Integration MARK TOMPKINS	Catagory MCaseNotes MCaseNotes Hansen Hansen
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name LaganCaseDetails LaganCaseDetails Inspector Crew Id	Audit Date Time 2013/05/03 14:20 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03	— (TACJL, May 3 2013 2:1 — (TACJL, May 3 2013 2:1 2:16PM) Contacted Streets 13085 REM504	5PM) notified radu for d	dispatch — (AVRP, May 3 2013	— (TACJL, May 3 2013 2:15PM) notified radu for dispatch	ID Integration Integration MARK TOMPKINS MARK TOMPKINS Integration TYLER	Catagory MCaseNotes MCaseNotes Hansen Hansen
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name LaganCaseDetails Inspector Crew Id LaganNumCalls	Audit Date Time 2013/05/03 14:16 2013/05/03 14:20 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23	(TACJL, May 3 2013 2:1 (TACJL, May 3 2013 2:1 2:16PM) Contacted Streets 13085 REM504 2	5PM) notified radu for d	dispatch — (AVRP, May 3 2013	— (TACJL, May 3 2013 2:15PM) notified radu for dispatch	ID Integration Integration MARK TOMPKINS MARK TOMPKINS Integration	Catagory MCaseNotes MCaseNotes Hansen Hansen INumbCall

Lagan Detail	
	(TACJL, May 3 2013 2:15PM) notified radu for dispatch (AVRP, May 3 2013 2:16PM) Contacted Streets at 84299 for immediate action. 1. Type of Inquiry:* Bike Racks (Exposed Bolts, Jagged Edges, etc.)**
	2. If Other, provide details:
	3. Descr be the issue and location in detail:* Bike rack outside 1055 West Georgia (on the sidewalk) is no longer attached to the sidewalk. It appears to have been unbolted. It is the only rack nearby, so this is a major theft issue for anyone who locks up on the outside of the rack.
	4. Is this request due to Motor Vehicle Accident?* No
	5. If Yes, provide details on license plate number or other details (if known):
	6. (Don't ask just record - Did caller indicate they want a call back?)* No
	Lagan eForm Lagan Case Details

infor	
2018/03/08 11:	01

Service Request # R 693853 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2014/05/05 11:36 Call Date 2014/05/05 11:33 Lagan's ECM MajorLog Update Incident Date 2014/05/05 11:56 Crew Assign Date 2014/05/05 11:45 2014/05/05 11:45 Crew ID Crew Contact 4352 Reviewed yes Sub Type xEmergency RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

# Information

Alt Crew Contact

#### Information

Zone Area description	
Sub-area Sub-area description Beat	
District description Auto Beat Priority	4
	Medium
Priority description	
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	
311 Case #	101004720852
Source	
Due Date	2014/05/08 11:33
Ext Reference #	
Ref Type	
Lagan CSR Name	lagan
Method	iagan
Designation	
Frequency	
Cleaning Zone	

## Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

#### Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

2018	Service Request InfoViewer
Cross St Street 2 Na Street 2 St Street 2 F Direc Cross St Street 3 Na Street 3 Na Street 3 St Street 3 C Direc City, Provir Postal C S Postal C Loca	ame affix and a second
Incident Detai	Is Dispatche to Truck C1203 on May 5/14 at 11:45
Call Details Call Duration # of Calls Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service Request Progress	0 yes
Contact	
First Middle In Fore Addr	itial Title sign no ess 219-1055 W GEORGIA ST City Vancouver nce BC /PC
Alternate Ph Pa E-r	s.22(1) Fax ger PIN mail ype Other
Customer Co	mments
Other Calls	Brookfield Properties (Vancouver) Ltd
(No Data)	
Scheduled Due By Started Due By Completed Due By Resolved Due By Resolution Resolution description Estimated days to complete	RONALD HAMILTON 2014/05/05 00:00 10 Service Provided

	ntered By	og Results Entered By Name Start Date To Comments MEREDITH SOMMERFELD 2014/05/05 11:46 2014/05/05 11:46 Dispatche to Truck (	C1203 on May 5/14 at 11:45	, ¢-	
Attachmen Attachmen <sup>(No Data)</sup>					-
Association	IS				
499139	d Work ( # Milesto d Asset I				
Request De	etails				
(Tab Not Loade					
Schedules	1				
Fleet Equij (No Data) Plant Equij (No Data) Vehicles (No Data)	Sec. S				
Jsage Rea					
(Tab Not Loade					
	1				
Audit Log Audit Log		New Value	Old Value	User ID	Audit Catagory
Audit Log Audit Log Audit Log Field	Audit Date Time 2014/05/05 11:45	New Value 05/05/2014 11:45:00 AM	Old Value 01/01/0001 12 00:00 AM	User ID MEREDITH SOMMERFELD	Catagory
Audit Log Audit Log Audit Log Field Name	Audit Date Time 2014/05/05 11:45 2014/05/05 11:46			MEREDITH	Catagory Hansen
Audit Log Audit Log Audit Log Field Name Review Date	Audit Date Time 2014/05/05 11:45 2014/05/05 11:46 2014/05/05 11:56	05/05/2014 11:45:00 AM 4352	01/01/0001 12 00:00 AM	MEREDITH SOMMERFELD MEREDITH	Catagory Hansen
Audit Log Audit Log Audit Log Field Name Review Date Inspector LaganEForm LaganCaseDetail	Audit Date Time 2014/05/05 11:45 2014/05/05 11:46 2014/05/05 11:56	05/05/2014 11:45:00 AM 4352 Please contact citizen to inform of action and time. — (Jaw27, May 5 2014 11 53AM) Called out to streets at 604.829.4299 and provided hansen number.	01/01/0001 12 00:00 AM Please contact citizen to inform of action and time.	Meredith Sommerfeld Meredith Sommerfeld	Catagory Hansen Hansen IEFormPage MCaseNotes
Audit Log Audit Log Audit Log Field Name Review Date Inspector LaganEForm	Audit Date Time 2014/05/05 11:45 2014/05/05 11:46 2014/05/05 11:56	05/05/2014 11:45:00 AM 4352 Please contact citizen to inform of action and time. — (Jaw27, May 5 2014 11 53AM)	01/01/0001 12 00:00 AM Please contact citizen to	MEREDITH SOMMERFELD MEREDITH SOMMERFELD Integration	Catagory Hansen Hansen IEFormPage
Audit Log Field Name Review Date Inspector LaganEForm LaganCaseDetait	Audit Date Time 2014/05/05 11:45 2014/05/05 11:46 2014/05/05 11:56 2014/05/05 11:56 2014/05/05 11:56	05/05/2014 11:45:00 AM 4352 Please contact citizen to inform of action and time. — (Jaw27, May 5 2014 11 53AM) Called out to streets at 604.829.4299 and provided hansen number.	01/01/0001 12 00:00 AM Please contact citizen to inform of action and time.	MEREDITH SOMMERFELD MEREDITH SOMMERFELD Integration	Catagory Hansen Hansen IEFormPage MCaseNotes

3/8/2018	Service Request InfoViewer	
	3. Is there a black patch on it?*Yes	10
	4. Is it safe?*No	
	5. Descr be issue & location in detail (in front of, beside, side of street, etc.):*Sidewalk in front of Royal bank main entrance is uneven. As a result two to three customers have reported tripping and falling walking to the entrance.	
	6. Is this request due to Motor Vehicle Accident?* No	
	7. If Yes, provide details on license plate number or other details (if known):	
	8. (Don't ask just record - Did caller indicate they want a call back?)* Yes	
	Lagan eForm Lagan Case Details	
-		



Service Request # R 693860 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2014/05/05 11:49 Call Date 2014/05/05 11:42 Lagan's ECM MajorLog Update Incident Date 2014/07/04 15:09 Crew Assign Date 2014/05/05 11:54 2014/05/05 11:54 Crew ID Crew Contact 4352 Reviewed yes Sub Type xEmergency RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Alt Crew Contact

# Information

## Information

Zone Area description Sub-area	
Sub-area description Beat	
District description Auto Beat	
Priority	
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	
311 Case #	101004720944
Source	an and the second
Due Date	2014/05/08 11:42
Ext Reference #	2014/00/00 11.42
Ref Type	in a tai
Lagan CSR Name	lagan
Method	
Designation	
Frequency	
Cleaning Zone	

## Request Location

Asset &nbsp: Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1055 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE MAL

2018	Service Request InfoViewer	
Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction		
Cross Street Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code	лг.	
Postal Code Valicouve State BC Postal Code Location		
Incident Details Dispatche te	o Truck C1203 on May 5/14 at 11:54	
Call Details		
Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress		
Contact		
First, MI Middle Initial Title Foreign no Address 219-1055 City Vancouve State/Province BC ZIP/PC Country		
Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type Other		
Customer Comments		
	Properties (Vancouver) Ltd	
Other Calls (No Data)		
Inspection		
Inspector 4352 Inspector name Scheduled Due By Started Due By Completed Due By	MILTON	
Resolved 2014/05/05 00 Due By Resolution 10 Resolution description		
Estimated days to complete Service Request Inspect	ions	

(No Data)			Request InfoViewer		
Log Service Rec Log Type Entr Lagan ECM 22210	ered By	og Results Entered By Name Start Date To MEREDITH SOMMERFELD 2014/05/05 11:55 2014/05/0	Comments 15 11:56 Dispatche to Truck C1203 on May 5/14 at 11:54		
Attachments					-
Attachments (No Data)	5				
Associations					
499140 Associated (No Data) Associated	Work C Milestor Asset I	Drders ne Activity Schedule Date Complete RSwReact 2014/05/05 00:			
(No Data)					
Request Det (Tab Not Loaded)					
(No Data)					
Fleet Equips (No Data) Plant Equips (No Data) Vehicles (No Data)					
(No Data) Plant Equip (No Data) Vehicles (No Data)	ment ings				
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded)	ment ings				
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log	ment ings				
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded)	ment ings				
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log	ings	New Value	Old Value	User ID	Audit Catagory
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log	ings Audit Date	New Value This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number.	This case has previously been reported Hansen number	User ID Integration	
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name	Audit Date Time	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to	User ID	Catagory
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Field Name LaganCaseDetails	Audit Date Time 2014/05/05 11:53 2014/05/05 11:53	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location.	User ID	Catagory MCaseNotes
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name LaganCaseDetails IncidentDate	Audit Date Time 2014/05/05 11:53 2014/05/05 11:54 2014/05/05 11:55	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM 4352	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. 05/05/2014 11:49:38 AM	Integration Integration MEREDITH	Catagory MCaseNotes IlncidDate
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name LaganCaseDetails IncidentDate Review Date	Audit Date Time 2014/05/05 11:53 2014/05/05 11:54 2014/05/05 11:55 2014/05/05 11:55 2014/05/05 11:55 2014/05/04	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM 4352	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. 05/05/2014 11:49:38 AM	Integration Integration MEREDITH SOMMERFELD MEREDITH	Catagory MCaseNotes IlncidDate Hansen
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name LaganCaseDetails IncidentDate Review Date Inspector	Audit Date Time 2014/05/05 11:53 2014/05/05 11:54 2014/05/05 11:55	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM 4352	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. 05/05/2014 11:49:38 AM 01/01/0001 12:00 00 AM	User ID Integration Integration MEREDITH SOMMERFELD MEREDITH SOMMERFELD Integration	Catagory MCaseNotes IIncidDate Hansen Hansen
(No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name LaganCaseDetails IncidentDate Review Date Inspector ResolutionDateTime	Audit Date Time 2014/05/05 11:53 2014/05/05 11:53 2014/05/05 11:54 2014/05/05 11:55 2014/05/05 11:55 2014/07/04 14:58	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM 4352	This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. 05/05/2014 11:49:38 AM 01/01/0001 12:00 00 AM False This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that	User ID Integration Integration MEREDITH SOMMERFELD MEREDITH SOMMERFELD Integration	Catagory MCaseNotes IIncidDate Hansen Hansen MCloseCase

3/8

8		Service Request InfoViewer	
ResolutionDateTime	2014/07/04 True 15:09	False	Integration MCloseCase
IncidentDate	2014/07/04 04/07/2014 3:09:47 PM 15:09	04/07/2014 2:58:01 PM	Integration IIncidDate
agan eForn	1		
Lagan Deta	il	1. Z. 1. 2. 1993. 1. 1. 1. 1	A. A. B. B. C.
	different area that was uneven as	oorted Hansen number -684895. Crews may h well. Please contact citizen when on site to co Called out to streets at 604.829.4299 and prov er - Emergency**	onfirm location
	2. If Other, provide details:Sidewa smooth causing hazard.	lk is sloping and the black patches are une	even and not
	3. Is there a black patch on it?*Ye	s	
	4. Is it safe?*No		
	very uneven causing serious in	ail (in front of, beside, side of street, etc.):*Thi jury to a pedestrian twisting their knee and front of this buildings entrance on Melville	being taken
	6. Is this request due to Motor Vel	nicle Accident?* No	
	7. If Yes, provide details on license	e plate number or other details (if known):	
	8. (Don't ask just record - Did calle	er indicate they want a call back?)* No	
	Lagan eForm Lagan Case Details		



2018/03/08 11:04

	779773
Request Type	RGenerallssue
Request type description	Street - General Issue
Request Date	2015/01/22 09:00
	2015/01/22 08:58
Lagan's ECM	
Update	2015/01/22 00:00
Incident Date	
Crew Assign Date	2015/01/22 11:35
	2015/01/22 11:35
Crew ID	
Crew Contact	13592
Reviewed	yes
Sub Type	B keRemovalAbandoned STUART MCMILLAN
Charges Explained	no
	Last 311 Update, where applicable
Follow-Up Date	and the second second second
Initiated By	
	Creator
	Dispatcher
244 Colton	Alt Dispatcher
Alt Crew Contact	

Information

# Information

4
Medium
RO
Streets Operations
101005756140
2015/03/05 08:58
lagan

# **Request Location**

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

018	Service Request InfoViewer	
Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State BC Postal Code		
Location		
Incident Details		
Call Details		
Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested yes Notify Customer Regarding Service no Request Progress		
Contact		
First, MI Middle Initial Title Foreign no Address City State/Province ZIP/PC Country		
Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type Other		
Customer Comments s.22(1)		
Other Calls (No Data)		
Inspection		
Inspector 13592 Inspector name Scheduled Due By Started Due By Completed Due By Resolved 2015/02/05 00:00 Due By Resolution description		
Estimated days to complete 0 Service Request Inspections		

Log Service Request Log Results Log Type Entered By Entered By Name Start Date To Comments LagnECM '1075' TYLER FIELD 2015002015 and Same Start Date To Comments Handcom '1075' TYLER FIELD 2015002016 8:3 An 2215 - Reinoved bis, will put in recycle bin - F Daily Attachments Attachments Attachments (No Data) Associations Linked Service Requests (No Data) Associated Work Orders (No Data) Request Details (Tab Not Loaded) Schedules Employees (No Data) Schedules Employees (No Data) Vehicles (No Data) Usage Readings (Tab Not Loaded) Usage Readings (Tab Not Loaded) Audit Log Audit Log Aud		
Attachments (No Data) Associations Linked Service Requests (No Data) Associated Work Orders (No Data) Associated Asset Inspections (No Data) Associated Cases (No Data) Request Details (Tab Not Loaded) Schedules Employees (No Data) Fleet Equipment (No Data) Fleet Equipment (No Data) Usage Readings (Tab Not Loaded) Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old	Service Request Log Type Entered By Lagan ECM 19765	Y Entered By Name Start Date     To Comments       TYLER FIELD     2015/01/22 11:35     Jan 22/15 - Referred to S. McMillan.
Linked Service Requests (No Data) Associated Work Orders (No Data) Associated Asset Inspections (No Data) Associated Cases (No Data) Request Details (Tab Not Loaded) Schedules Employees (No Data) Fleet Equipment (No Data) Plant Equipment (No Data) Plant Equipment (No Data) Vehicles (No Data) Usage Readings (Tab Not Loaded) Usage Readings (Tab Not Loaded) Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory TYLER FIELD Harsen	Attachments	
(Tab Not Loaded) Schedules Employees (No Data) Fleet Equipment (No Data) Plant Equipment (No Data) Vehicles (No Data) Usage Readings (Tab Not Loaded) Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory TyLER FIELD Hansen	Linked Service Re (No Data) Associated Work (No Data) Associated Asset (No Data) Associated Cases	Orders Inspections
Employees (No Data) Fleet Equipment (No Data) Plant Equipment (No Data) Vehicles (No Data) Usage Readings (Tab Not Loaded) Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory TYLER FIELD Hansen		
(Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory Inspector 2015/01/22 11:35 13592 TYLER FIELD Hansen	(No Data) Fleet Equipment (No Data) Plant Equipment (No Data) Vehicles	
Audit Log         Audit Log         Field Name Audit Date Time New Value       Old Value       User ID Audit Catagory         Inspector       2015/01/22 11:35       13592		
Audit Log         Field Name Audit Date Time New Value       Old Value       User ID Audit Catagory         Inspector       2015/01/22 11:35       13592         Tyler Field Hansen       Tyler Field Hansen	Audit Log	
	Audit Log Field Name Audit I Inspector 2015/01/22	11:35 13592 TYLER FIELD Hansen
Lagan eForm	Lagan eForm	
Lagan Detail         1. Type of Inquiry:*Bike Removal (Abandoned & Locked to City Property)         2. If Other, provide details:         3. Descr be the issue in detail:*Blue, Sears, Free Spirit bike has been locked to the bike rack for about 3 months now. Caller is a bike messenger and said that this bike hasn't moved in all that time. Please have it removed.         4. Is this request due to Motor Vehicle Accident?* No         5. If Yes, provide details on license plate number or other details (if known):         6. (Don't ask just record - Did caller indicate they want a call back?)*No         Lagan eForm	1 2 3 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	<ul> <li>If Other, provide details:</li> <li>Descr be the issue in detail:*Blue, Sears, Free Spirit bike has been locked to the bike ack for about 3 months now. Caller is a bike messenger and said that this bike hasn't noved in all that time. Please have it removed.</li> <li>Is this request due to Motor Vehicle Accident?* No</li> <li>If Yes, provide details on license plate number or other details (if known):</li> <li>(Don't ask just record - Did caller indicate they want a call back?)*No</li> </ul>

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Service Request # R Request Type Request type description Request Date Call Date Lagan's ECM Update Incident Date 2015/04/27 11:45 MajorLog 2015/04/28 17:45

Incident Date	2015/04/28 17:45
Crew Assign Date	2015/04/27 12:02
	2015/04/27 12:02
Crew ID	REM505
Crew Contact	17031
Reviewed	yes
Sub Type	and the second sec
	PAUL HOGAN
Charges Explained	no
	Last 311 Update, where applicable
Follow-Up Date Initiated By	
	Road Emergency Crew Callout 505 Creator
	Dispatcher
	Alt Dispatcher

#### Alt Crew Contact

# Information

110

#### Information

(in striftstars ti	
Zone. Area description Sub-area	
Sub-area description	
Beat	
District description	
Auto Beat	
Priority	
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	Martin and
311 Case #	101006122195
Source	GREENDLAN IN TH
Due Date	2015/04/30 11:45
Ext Reference #	
Ref Type	11.11
Lagan CSR Name	lagan
Method	
Designation	
Frequency	
Cleaning Zone	

## Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

#### Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

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1/4

3	8	12	0	1	8
	-	-	-		-

Service Request InfoViewer

118		Service Request InfoViewer	
Subdesignation Cross Street	ROYAL CENTRE TOW	100101-07-07-02-040	11
Street 2 Name Street 2 Suffix			
Street 2 Post			
Direction Cross Street			
Street 3 Name Street 3 Suffix			
Street 3 Post Direction	10		
City, Province, Postal Code	Vancouver		
State	BC		
Postal Code Location			
Incident Details			
Call Details	1.00		
Call Duration 00			
# of Calls 0 Taken By			
Taken by name Customer Contact	20		
Requested Ve Notify Customer	es		
Regarding Service no	o		
Request Progress Contact			
Name	2015 April		
First, MI Middle Initial	Anonymous		
Title			
Foreign Address			
City State/Province			
ZIP/PC Country			
Contact Phone	11. I		
Alternate Phone Fax			
Pager PIN			
E-mail	lane and		
Contact Type	Other		
Customer Comr	nents 2015 April, Anonymous		
Other Calls	2013 April, Anonymous		
(No Data)			
nspection			
Inspector 17 Inspector name P/	7031 AUL HOGAN		
Scheduled			
Due By Started			
Due By Completed			
Due By	015/04/28 00:00		
Due By			
Resolution 10 Resolution S	D ervice Provided		
description	STAICS   LOVIDED		
Estimated days to complete	In the set of the set		
Service Request	inspections		

Audit Log Field Name Inspector Crew Id Review Date LaganEForm LaganCaseDetails IncidentDate	2015/04/27 12 02 2015/04/27 12 02 2015/04/27 12 02 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04	01/01/0001 12 00:00 AM <b>5.22(1)</b> 27/04/2015 11:46 00 AM	FIELD TYLER FIELD Integration	Hansen Hansen IEFormPage MCaseNotes IIncidDate
Field Name Inspector Crew Id Review Date LaganEForm LaganCaseDetails	2015/04/27 12 02 2015/04/27 12 02 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04/28 2015/04	12 00:00 AM <b>5.22(1)</b> 27/04/2015	FIELD TYLER FIELD Integration	Hansen IEFormPage MCaseNotes
Field Name Inspector Crew Id Review Date LaganEForm	2015/04/27 12 02 2015/04/27 12 02 2015/04/28 12 02 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 Caller: <b>5:22(1)</b> – (AVJC2, Apr 28 2015 5:44PM) Another citizen emailed in about this: Outside the Royal Bank at 1025 West Georgia, there are 2-3 metal street barricades left behind from the Sun Run. Parts	12 00:00 AM	FIELD TYLER FIELD Integration	Hansen IEFormPage
Field Name Inspector Crew Id Review Date	2015/04/27 12 02 2015/04/27 12 02 27/04/2015 12:02:00 PM 2015/04/28		FIELD TYLER FIELD	Hansen
Field Name Inspector Crew Id	2015/04/27 REM505 12 02		FIELD	
Field Name			TYLER	Hansen
Field Name	2015/04/27 17031		FIELD	
Field	Time	Value	TYLER	Catagory Hansen
	Audit Date New Value	Old		Audit
Audit Log				
Audit Log				
Jsage Rea (Tab Not Loaded				
Schedules Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data)				
Request De				_
(No Data) Associated (No Data)	Cases			
(No Data)	Work Orders Asset Inspections			
	s vice Requests			
Attachment Attachmen <sup>(No Data)</sup>				
	tered By Entered By Name Start Date To Comments 5 TYLER FIELD 2015/04/27 12:02 Apr 27/15 - Referred to Crew 505.			
Log Service Re Log Type Er Lagan ECM 197 ResolComm 197	quest Log Results			

8/8/2018	Service Request InfoViewer	
111	1. Type of complaint:*Construction Materials	1
	2. If Other, provide details:	
	3.Describe the issue in detail:*Barricade left behind possibly from Sun Run. It is in front of RBC Bank.	
	4. Type of construction work:*Sidewalk	
	5. If Other, provide details:	
	6. (Was Road Ahead and Minor Construction Crew List checked?)* Yes	
	7. (Provide any relevant information found on Road Ahead and/or Minor Construction Crew List):*n/a	
	8. (Don't ask just record - Did caller indicate they want a call back?)*No	
	Lagan eForm Lagan Case Details	a



Service Request # R 871446 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2015/09/25 10:35 Call Date 2015/09/25 08:46 Lagan's ECM Update Incident Date 2015/09/25 10:35 Crew Assign Date 2015/09/25 10:58 2015/09/25 10:59 Crew ID Crew Contact 5420 Reviewed yes Sub Type xSidewalkBrokeInjury MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Information

Alt Crew Contact

#### Information

Zone	
Area description	
Sub-area	
Sub-area description Beat	
District description Auto Beat	
	4
Priority	4
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	404000700044
311 Case #	101006769511
Source	
Due Date	2015/09/30 08:46
Ext Reference #	
Ref Type	
Lagan CSR Name	ENISCB
Method	
Designation	
Frequency	
Cleaning Zone	
Cleaning Zone	

# **Request Location**

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1055 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE MAL

2018	Service Request InfoViewer	
Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State Postal Code	Vancouver BC	
Incident Details	Dispatched to Streets Truck C1203 on Sept 25/15 at 08:55	
Notify Customer Regarding Service	95	
Request Progress Contact		
First, MI Middle Initial Title Foreign Address	no 219-1055 W GEORGIA ST Vancouver BC	
Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type		
Customer Comr		
Other Calls (No Data)	Brookfield Properties (Vancouver) Ltd	
Due By Resolution 10	ARCO BIAGINI 015/09/25 00:00 ) ervice Provided	

3

018 (No Data)	Service Request InfoViewer
Log Service Re	Pequest Log Results Intered By Entered By Name Start Date To Comments 201 OLIVER THOMAS 2015/09/25 10:58 2015/09/25 10 58 Dispatched to Streets Truck C1203 on Sept 25/15 at 08 55
Attachmen Attachmer (No Data)	
Association	15
Linked Set (No Data) Associated Work Order 669855	a Work Orders # Milestone Activity Schedule Date Completed Date Asset Unit ID RSwReact 2015/09/25 00:00 Sidewalk 95698 d Asset Inspections
Request D (Tab Not Loade	
Employees (No Data) Fleet Equi (No Data) Plant Equi (No Data) Vehicles (No Data)	pment
Usage Rea (Tab Not Loade	
Audit Log	
Audit Log Audit Log Field Nam Inspector Review Date Resolved	
Lagan eFo	rm
Lagan De	<ul> <li>tail <ul> <li>(AVNS, Sep 25 2015 8:56AM) notifed streets traffic electrical - Ollie</li> <li>Type of sidewalk problem: Broken Causing Personal Injury**</li> </ul> </li> <li>If Other, provide details: <ul> <li>Is there a black patch on it? No</li> <li>Is it safe? No</li> </ul> </li> <li>Descr be issue in detail (in front of, beside, side of street, etc.): In front of the Royal Bank at 1055 W Georgia the sidewalk is cracked and some of it is sunken in. People coming into the bank have almost tripped.</li> <li>Is this request due to Motor Vehicle Accident? No</li> </ul>

#### Service Request InfoViewer

7. If Yes, provide details on license plate number or other details (if known):

8. (Don't ask just record - Did caller indicate they want a call back?) No



Service Request # R 913249 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2016/01/20 12:07 Call Date 2016/01/20 12:05 Lagan's ECM MajorLog Update Incident Date 2016/01/20 12:10 Crew Assign Date 2016/01/20 12:11 2016/01/20 12:08 Crew ID Crew Contact 5420 Reviewed yes Sub Type xSidewalkBrokelnjury MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Alt Crew Contact

# Information

4
Medium
RO
Ctracto Onerationa
Streets Operations
101007204074
2016/01/25 12:05
lagan

#### Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

018	Service Request InfoViewer	
i ootai o	ame uffix Post tion reet ame uffix Post tion nce, Vancouver tate BC code	
Incident Deta	ils Dispatched to Streets Truck 1203 at 12:10 on Jan 20/16	
Call Details Call Duration # of Calls Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service Request Progress	yes no	
Contact		
First Middle Ir For Addu State/Provi ZIP	nitial Title eign no ress City	
Alternate Ph Pa E-	s.22(1) Fax ager PIN mail Type Other	
Customer Co	mments s.22(1)	
Other Calls (No Data)		
Scheduled Due By Started Due By Completed Due By	MARCO BIAGINI 2016/01/20 00:00 10 Service Provided	

	the second se		ments hed to Streets Truck 1203	at 12:10 on Jan 20/16	
Attachmen Attachmei (No Data)					
Associatio	ns				
(No Data) Associate Work Order 710484	d Asset Inspe	S tivity Schedule Date Completed Date As vReact 2016/01/20 00:00 Sid	sset Unit ID ewalk 95698		
Request D (Tab Not Loade					
Schedules					
Fleet Equi (No Data) Plant Equ (No Data)					
(No Data) Usage Rea (Tab Not Loade					
(No Data) Usage Rea (Tab Not Loade Audit Log	ed)				
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log	ed)				
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field	ed) I G Audit Date	New Value	Old Value	User ID	Audit
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log	5d)	New Value 20/01/2016 12:08:00 PM	Old Value 01/01/0001 12 00:00 AM	User ID MYEONGHWA PARRY Integration	Audit Catagory Hansen IEFormPage
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm	ed) J Audit Date Time 2016/01/20 12:08		01/01/0001 12 00:00	MYEONGHWA PARRY	Catagory Hansen
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm	ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10	20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch	01/01/0001 12 00:00	MYEONGHWA PARRY Integration	Catagory Hansen IEFormPage
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta	ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 Ils 2016/01/20 12:10	20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch issue	01/01/0001 12 00:00 AM 20/01/2016 12 07:00	MYEONGHWA PARRY Integration Integration	Catagory Hansen IEFormPage MCaseNotes
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta IncidentDate Inspector Resolved	ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 2016/01/20 12:10 2016/01/20 12:10 2016/02/10 07:40 2016/02/11 10 51	20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch issue 20/01/2016 12:10:50 PM 5420	01/01/0001 12 00:00 AM 20/01/2016 12 07:00 PM	MYEONGHWA PARRY Integration Integration TyLER FIELD	Catagory Hansen IEFormPage MCaseNotes IIncidDate Hansen
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta IncidentDate Inspector Resolved	ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 2016/01/20 12:10 2016/01/20 12:10 2016/02/10 07:40 2016/02/11 10 51	20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch issue 20/01/2016 12:10:50 PM 5420	01/01/0001 12 00:00 AM 20/01/2016 12 07:00 PM	MYEONGHWA PARRY Integration Integration TyLER FIELD	Catagory Hansen IEFormPage MCaseNotes IIncidDate Hansen
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta IncidentDate Inspector	ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 2016/01/20 12:10 2016/01/20 12:10 2016/02/10 07:40 2016/02/11 10 51	20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch issue 20/01/2016 12:10:50 PM 5420	01/01/0001 12 00:00 AM 20/01/2016 12 07:00 PM False	MYEONGHWA PARRY Integration Integration TyLER FIELD	Catagory Hansen IEFormPage MCaseNotes IIncidDate Hansen
(No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta IncidentDate Inspector Resolved	ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 2016/01/20 12:10 2016/02/10 07:40 2016/02/11 10 51 orm etail (AVLY) 1. Type o 2. If Othe	20/01/2016 12:08:00 PM 	01/01/0001 12 00:00 AM 20/01/2016 12 07:00 PM False	MYEONGHWA PARRY Integration Integration TYLER FIELD SARAH KIM	Catagory Hansen IEFormPage MCaseNotes IIncidDate Hansen

3/8/2018	Service Request InfoViewer	
	4. Is it safe? No	
	5. Descr be issue in detail (in front of, beside, side of street, etc.): She said she fell yesterday after tripping on the uneven pavement in front of the Royal Bank close to the corner of Burrard St. She was able to see the sidewalk was uneven this morning while walking to work.	
	6. Is this request due to Motor Vehicle Accident? No	
	7. If Yes, provide details on license plate number or other details (if known):	
	8. (Don't ask just record - Did caller indicate they want a call back?) No	
	Lagan eForm Lagan Case Details	



Service Request # R 929548 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2016/03/01 15:03 Call Date 2016/03/01 15:01 Lagan's ECM Update Incident Date 2016/03/01 15:03 Crew Assign Date 2016/03/02 12:42 2016/03/02 07:03 Crew ID Crew Contact 4967 Reviewed yes Sub Type Other RON BORGER Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Information

Alt Crew Contact

#### Information

4
Medium
RO
Streets Operations
Sueers Operations
101007381324
2016/03/04 15:01
lagan

# **Request Location**

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

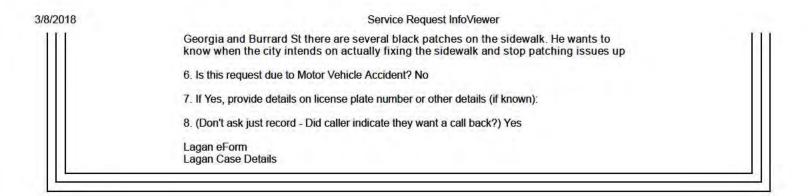
Address type Intersection Pre Dir Street Name BURRARD ST Suffix Inter Post Dir Compass Dir Cross Street

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Service Request InfoViewer

_og Service	Rea	uest Log Res			
		uest Lou Res	ults		
Log		d Entered By Name	Ctart	To Comments	
Lagan ECM		TYLER FIELD	2016/03/02 07:03	Mar 2/16 - Referred to B. Vistaunet.	
Lagan ECM	22693	TYLER FAHMI	2016/03/02 12:42	Mar 2/16 - Refer downtown locations to R Borger - B Vistaunet Mar 3/16 - Referred to R Borger	
ResolComm	19765	TYLER FIELD	2016/03/14 10:11	Mar 7/16 - I called this gentleman today and explained that fillet material is our standard repair method on s/w trips of the s/w is in good condition R. Borger	Most
Attachm	nents				
Attachr (No Data)	nents				
Associa	tions				
(No Data) Associa (No Data)	ated V ated A	ce Requests Vork Orders Asset Inspecti Cases	ions		
Reques		ails			
Schedu	1				
Employ (No Data) Fleet E	/ees	nent			
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle	/ees quipn iquipn				
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I	/ees quipn quipn quipn s Readi	nent			
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage f (Tab Not L	/ees quipn quipn s Readi oaded)	nent			
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L	/ees quipn quipn s Readi oaded) Dg	nent			
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L Audit Lo	/ees quipn quipn s Readi oaded) Dg	nent			
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage f (Tab Not L Audit Lo Audit L	vees quipn quipn quipn s readi oaded) Dg Log Log Log Vame A 2 2 2	nent	3975	alue Old Value User ID Audit Catagory TYLER FIELD Hansen 7:03 00 AM 01/01/0001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHM Hansen False TYLER FIELD Hansen	
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage f (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved	/ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / Jame / 2 2 2	Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/14 10:11	3975 02/03/2016 7: 4967	TYLER FIELD Hansen 7:03 00 AM 01/01/0001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen	
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage f (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved	/ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/14 10:11	3975 02/03/2016 7: 4967	TYLER FIELD Hansen 7:03 00 AM 01/01/0001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen	
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved	/ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/14 10:11	3975 02/03/2016 7: 4967 True	TYLER FIELD Hansen 7:03 00 AM 01/01/0001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen False TYLER FIELD Hansen	
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Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved	/ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/02 12:43 016/03/14 10:11	3975 02/03/2016 7: 4967 True	TYLER FIELD Hansen 7:03 00 AM 01/01/00001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen False TYLER FIELD Hansen blem: Other ails:Patches of asphalt on the sidewalk in front of the Royal bank	
Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved	/ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/14 10:11 1 1 1 1 1 1. Type of sid 2. If Other, pr	3975 02/03/2016 7: 4967 True lewalk prob ovide detail	TYLER FIELD Hansen 7:03 00 AM 01/01/00001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen False TYLER FIELD Hansen blem: Other ails:Patches of asphalt on the sidewalk in front of the Royal bank	





Service Request # R 936386 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2016/03/21 08:26 Call Date 2016/03/21 08:25 Lagan's ECM Update Incident Date 2016/03/21 08:26 Crew Assign Date 2016/03/21 12:10 2016/03/21 12:11 Crew ID Crew Contact 5420 Reviewed yes Sub Type SidewalkUneven MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Alt Crew Contact Information

#### Information

Zone Area description	
Sub-area	
Sub-area description Beat	
District description Auto Beat	
Priority	4
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project Project description	404007425004
311 Case # Source	101007465391
Due Date Ext Reference # Ref Type	2016/03/24 08:30
Lagan CSR Name Method Designation Frequency Cleaning Zone	lagan

#### Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

018	Service Request InfoViewer
Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code Location	
Incident Details	
Call Details Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress	
Contact	
Name 2016 March First, MI Anonymous Middle Initial Title Foreign no Address City State/Province ZIP/PC Country	
Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type Other	
Customer Comments 2016 March, Anonymous	
Other Calls (No Data)	
Inspection Inspector name MARCO BIAGINI Scheduled Due By Started Due By Completed Due By Resolved 2016/03/23 00:00 Due By Resolution 10 Resolution description Estimated days to complete Service Request Inspections (No Data)	

	uest Log Resu ered By Entered E TYLER FIELD			ents Referred to M. Biagir	ň.	
Attachments						
Attachments (No Data)	3					
(No Data) Associated V Work Order # 725794	ice Requests Work Orders Milestone Activity RSWReact Asset Inspectio		Completed Da 2016/03/23 00:00	ate Asset Un Sidewalk 9569		
Request Det (Tab Not Loaded)						
(No Data) Fleet Equipr	nent					
(No Data) Plant Equipr (No Data) Vehicles (No Data)	nent					
Plant Equipr (No Data) Vehicles (No Data)	ings					
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded)	ings					
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date	Audit Date Time I 2016/03/21 12:11	5420 21/03/2016 12:11 00 PM 0	1/01/0001 12 00:00 AM	User ID Tyler Field Tyler Field Melissa Pio Roda	Audit Catagory Hansen Hansen Hansen	
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved	ings Audit Date Time I 2016/03/21 12:11 2 2016/03/29 09:48 1	5420 21/03/2016 12:11 00 PM 0	1/01/0001 12 00:00 AM	TYLER FIELD	Hansen Hansen	
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved	ings Audit Date Time I 2016/03/21 12:11 2 2016/03/29 09:48 1	5420 21/03/2016 12:11 00 PM 0	1/01/0001 12 00:00 AM	TYLER FIELD	Hansen Hansen	
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved	ings Audit Date Time I 2016/03/21 12:11 2016/03/21 12:11 2016/03/29 09:48 1 0	5420 21/03/2016 12:11 00 PM 0	1/01/0001 12 00:00 AM Alise	TYLER FIELD	Hansen Hansen	
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved	ings Audit Date Time I 2016/03/21 12:11 2016/03/21 12:11 2016/03/29 09:48 1 0	5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev	1/01/0001 12 00:00 AM Alise	TYLER FIELD	Hansen Hansen	
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved	Audit Date Time I 2016/03/21 12:11 2 2016/03/21 12:11 2 2016/03/29 09:48 1 0 1 1. Type of side 2. If Other, pro	5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev	1/01/0001 12 00:00 AM Alise	TYLER FIELD	Hansen Hansen	
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved	Audit Date Time I 2016/03/21 12:11 2 2016/03/21 12:11 2 2016/03/29 09:48 1 0 1 1. Type of side 2. If Other, pro	5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev vide details: ack patch on it? No	1/01/0001 12 00:00 AM Alise	TYLER FIELD	Hansen Hansen	
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved	Audit Date Time I 2016/03/21 12:11 2016/03/21 12:11 2016/03/21 12:11 2016/03/29 09:48 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev vide details: ack patch on it? No o sue in detail (in front	alse en of, beside, side of er there's a need	TYLER FIELD TYLER FIELD MELISSA PIO RODA street, etc.): Ret to fix sidewalk	Hansen Hansen Hansen Ceived via twitter from at 1025 West Georgia	
Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Field Name Inspector Review Date Resolved	Audit Date Time I 2016/03/21 12:11 2 2016/03/21 12:11 2 2016/03/29 09:48 1 n ail 1. Type of side 2. If Other, pro 3. Is there a bl 4. Is it safe? N 5. Descr be iss @lifemovesca big lip. Trippe	5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev vide details: ack patch on it? No o sue in detail (in front a: @CityofVancouv	of, beside, side of er there's a need uses. Dangerous	TYLER FIELD TYLER FIELD MELISSA PIO RODA street, etc.): Ret to fix sidewalk	Hansen Hansen Hansen Ceived via twitter from at 1025 West Georgia	

8. (Don't ask just record - Did caller indicate they want a call back?) No



Service Request # R 971253 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2016/06/09 08:46 Call Date 2016/06/09 08:45 Lagan's ECM Update Incident Date 2016/06/09 08:46 Crew Assign Date 2016/06/09 08:58 2016/06/09 08:58 Crew ID Crew Contact 5420 Reviewed yes Sub Type Other MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

### Information

Alt Crew Contact

#### Information

Zone	
Area description	
Sub-area	
Sub-area description Beat	
District description Auto Beat	
Priority	4
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	
311 Case #	101007878287
Source	L'andrew Contract
Due Date	2016/06/14 08:45
Ext Reference #	
Ref Type	A lost
Lagan CSR Name	lagan
Method	
Designation	
Frequency	
Cleaning Zone	

Operations

## **Request Location**

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

#### Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

2018	Service Request InfoViewer
Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Post Direction City, Province, Postal Code Location	
Incident Details	
Call Details	
Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress	
Contact	
Name First, MI Middle Initial Title Foreign Address City State/Province ZIP/PC Country	
Contact Phone <b>5.22(1)</b> Alternate Phone Fax Pager PIN E-mail Contact Type Other	
Customer Comments s.22(1)	
Other Calls (No Data)	
Inspection	
Inspector name MARCO BIAGINI Scheduled Due By Started Due By Completed Due By Resolved 2016/06/17 00:00 Due By Resolution 24 Resolution description Estimated days to complete	
Service Request Inspections (No Data)	

	st Log Results
and the second sec	d By Entered By Name Start Date To Comments
Lagan ECM 22693 ResolComm 23305	TYLER FAHMI         2016/06/09 08:58         Jun 9/16 - Referred to M Biagini           SARAH KIM         2016/06/20 10:22         Jun 17/16 - (F. Mezzomo) No issues found.
Attachments	
Attachments	
(No Data)	
Associations	
Linked Service	Requests
(No Data)	
Associated Wo (No Data)	TK OIDEIS
Associated Ass	set Inspections
(No Data) Associated Ca	ses
(No Data)	
Request Details	3
(Tab Not Loaded)	
Schedules	
Employees (No Data)	
Fleet Equipme	nt
(No Data)	
Plant Equipme (No Data)	in the second
Vehicles	
(No Data)	
Usage Reading	S
(Tab Not Loaded)	
Audit Log	
Audit	
Audit Log	
Audit Log	
Audit Log Field Name Aud	dit Date Time New Value Old Value User ID Audit Catagory
Audit Log Field Name Aud Inspector 2016/	Dit Date Time New Value         Old Value         User ID         Audit Catagory           06/09 08 58         5420         TYLER FAHMI Hansen           06/09 08 58         09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen
Audit Log Field Name Aud Inspector 2016/ Review Date 2016/	06/09 08 58 5420 TYLER FAHMI Hansen
Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/	06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen
Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/	06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen
Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm	06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen
Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm	06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen 06/20 10 23 True False SARAH K M Hansen
Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm	06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen 06/20 10 23 True False SARAH K M Hansen 1. Type of sidewalk problem:Other
Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm	06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen 06/20 10 23 True False SARAH K M Hansen 1. Type of sidewalk problem:Other 2. If Other, provide details:chipped pieces on the sidewalk and missing
Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm	1. Type of sidewalk problem:Other 2. If Other, provide details:chipped pieces on the sidewalk and missing 3. Is there a black patch on it?No
Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm	1. Type of sidewalk problem:Other 2. If Other, provide details:chipped pieces on the sidewalk and missing 3. Is there a black patch on it?No 4. Is it safe?No 5. Descr be issue in detail (in front of, beside, side of street, etc.):Infront of the Royal Bank at 1025 W Georgia St, pieces of the sidewalk have chipped and are missing. This is a

8. (Don't ask just record - Did caller indicate they want a call back?)No



Service Request # R 1026768 RGenerallssue Request Type Request type Street - General Issue description 2016/10/09 17:00 Request Date Call Date 2016/10/09 16:59 Lagan's ECM MajorLog Update Incident Date 2016/10/12 15:29 Crew Assign Date 2016/10/11 07:25 Crew ID RMT502 Crew Contact 13592 yes Reviewed Sub Type BkeRemovalAbandoned STUART MCMILLAN Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Road Maintenance Transient Crew 502 Creator Dispatcher Alt Dispatcher

#### Alt Crew Contact

# Information

#### Information

Zone Area description Sub-area Sub-area description Beat District description Auto Beat Priority 4 Priority description Medium Responsibility RO Responsibility Streets Operations description Project Project description 101008523728 311 Case # Source Due Date 2016/11/21 08:30 Ext Reference # **Ref Type** Lagan CSR Name lagan Method Designation Frequency **Cleaning Zone** 

#### Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

#### Location

Address type Address Street # 1055 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen\_CRM.SRInfoViewerChildApplet&apid=Hansen\_\_\_\_\_

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3	0	12	υ	1	0	

Service Request InfoViewer

18	Service Request I	nioviewer
	ROYAL CENTRE MAL Vancouver BC	
Incident Details		
Call Details Call Duration 0 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service	s	
Request Progress Contact		
	no	
Contact Phone Alternate Phone Fax Pager PIN E-mai Contact Type	ambassadors@downtownvancouver.net	
Customer Comr	nents Ambassadors, Downtown	
Other Calls (No Data)		
Inspection Inspector name S Scheduled Due By Started Due By Completed Due By Resolved 2 Due By Resolution 1	TUART MCMILLAN 016/10/11 00:00	

502			Service Requ			
_og Service Red Log Enter	quest Log F red Entered	Py Start	Constanting			
Type By Lagan ECM 23305	Name sarah кім	Date 2016/10/11 07:24	Oct 11/16 - Refer to S. M	cMillan.		
ResolComm 23305	SARAH KIM	2016/10/12 15:25	Oct 11/16 - Crew 502 (S. going to go cut off a bike		of people leave there locks on racks. They use everyday. So I am n	ot
Attachments Attachment <sub>(No Data)</sub>						
Associations	s					
(No Data) Associated (No Data)	vice Reques Work Orde Asset Inspe Cases	rs				
Request De (Tab Not Loaded)						
Fleet Equip <sup>(No Data)</sup> Plant Equip <sup>(No Data)</sup>						
(No Data) Jsage Read						-
(No Data) Jsage Read (Tab Not Loaded)						
(No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log						
Audit Log Field Name Inspector Crew Id Review Date Resolved	)	True True	Old Value AM 01/01/0001 12 00:00 AM False False False PM 09/10/2016 5:00 00 PM	SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration	Hansen Hansen	
(No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Crew Id Review Date Resolved ResolutionDate Timu LaganEForm IncidentDate	Audit Date 7 2016/10/11 07:25 2016/10/11 07:25 2016/10/11 07:25 2016/10/12 15 25 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29	13592 RMT502 11/10/2016 7:25:09 / True True	AM 01/01/0001 12 00:00 AM False False	SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration	Hansen Hansen Hansen MCloseCase EFormPage	
(No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Crew Id Review Date ResolutionDate Time LaganEForm IncidentDate	) Audit Date T 2016/10/11 07:25 2016/10/11 07:25 2016/10/11 07:25 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29	13592 RMT502 11/10/2016 7:25:09 / True True	AM 01/01/0001 12 00:00 AM False False	SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration	Hansen Hansen Hansen MCloseCase EFormPage	
(No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Crew Id Review Date ResolutionDate Timu LaganEForm	) Audit Date T 2016/10/11 07:25 2016/10/11 07:25 2016/10/11 07:25 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 m ail PS ID: #	13592 RMT502 11/10/2016 7:25:09, True True 12/10/2016 3:29 50 2032090 17 aqltn7cihbm.cloudfr	AM 01/01/0001 12 00:00 AM False False PM 09/10/2016 5:00 00 PM	SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration Integration	Hansen Hansen Hansen Hansen MCloseCase EFormPage IIncidDate	
(No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Crew Id Review Date ResolutionDate Time LaganEForm IncidentDate	Audit Date T 2016/10/11 07:25 2016/10/11 07:25 2016/10/11 07:25 2016/10/12 15 25 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 m ail PS ID: # https://dt 1. Type o	13592 RMT502 11/10/2016 7:25:09, True True 12/10/2016 3:29 50 2032090 17 aqltn7cihbm.cloudfr	AM 01/01/0001 12 00:00 AM False False PM 09/10/2016 5:00 00 PM	SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration Integration	Hansen Hansen Hansen Hansen MCloseCase EFormPage IIncidDate	

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Service Request InfoViewer

<ol><li>Is this request due to Motor Vehi</li></ol>	icle Accident?No
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5. If Yes, provide details on license plate number or other details (if known):

6. (Don't ask just record - Did caller indicate they want a call back?)No



Service Request # R 1142170 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2017/06/13 08:46 Call Date 2017/06/13 08:36 Lagan's ECM Update Incident Date 2017/06/13 08:46 Crew Assign Date 2017/06/13 08:51 2017/06/13 08:49 Crew ID Crew Contact 5420 Reviewed yes Sub Type xSidewalkBrokeInjury MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

### Information

Alt Crew Contact

#### Information

Zone	
Area description	
Sub-area	
Sub-area description Beat	
District description Auto Beat	
Priority	4
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	
311 Case #	101009690819
Source	
Due Date	2017/06/16 08:36
Ext Reference #	
Ref Type	
Lagan CSR Name	lagan
Method	
Designation	
Frequency	
Cleaning Zone	
and the first for the	

## **Request Location**

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

018	Service Request InfoViewer	
Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Post Direction City, Province, Postal Code State Postal Code Location		
Incident Details	Dispatched out to Streets Crew C1203 on June 13/17	
Call Details		
Call Duration 00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress		
Contact		
First, MI Middle Initial Title Foreign Address	219-1055 W GEORGIA ST Vancouver	
Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type		
Customer Comm	ients	
1	Brookfield Properties (Vancouver) Ltd	
Other Calls (No Data)		
Inspection		
Inspector 54 Inspector name M/ Scheduled Due By Started Due By Completed Due By Resolved 20 Due By Resolution 10 Resolution 10	20 IRCO BIAGINI 17/06/13 00:00	
description Estimated days to complete		

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018 (No Data)	Service Request InfoViewer
Log Service Re	quest Log Results
Log Type Ent Lagan ECM 2814	tered By Entered By Name Start Date To Comments 0 FATIMA LEE 2017/06/13 08:52 Dispatched out to Streets Crew C1203 on June 13/17
Attachments	3
Attachment (No Data)	S
Association	S
(No Data) Associated Work Order # 875885	vice Requests Work Orders # Milestone Activity Schedule Date Completed Date Asset Unit ID RSWReact 2017/06/13 00:00 Sidewalk 95698 Asset Inspections Cases
Request De (Tab Not Loaded	
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data)	oment
Usage Read (Tab Not Loaded	
Audit Log	
Audit Log Audit Log Field Name Review Date Inspector Review Date Resolved	Audit Date Time         New Value         Old Value         User ID         Audit Catagory           2017/06/13 08:49         13/06/2017 8:49 05 AM         01/01/0001 12 00:00 AM         FAT MA LEE         Hansen           2017/06/13 08 53         5420         FAT MA LEE         Hansen           2017/06/13 08 53         13/06/2017 8:49 00 AM         13/06/2017 8:49 05 AM         FAT MA LEE           2017/06/14 11:30         True         False         Niamh MCGEE         Hansen
Lagan eFor	m
Lagan Det	
	1. Type of sidewalk problem:Broken Causing Personal Injury**
	2. If Other, provide details:
	3. Is there a black patch on it?Yes
	4. Is it safe?No
	5. Descr be issue in detail (in front of, beside, side of street, etc.):There are multiple uneven, cracked, chipped slabs in front of 1025 and 1055 W Gerogia, starting from the corner of Burrard. 1025 is the RBC bank. Caller indicated there were multiple personal injuries in the past. The whole width from Burrard to both addresses needs to be fixed. It's a tripping hazard. This is a very high foot traffic block.

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JI	0	2	υ	4	0

Service Request InfoViewer

6. Is this request due to Motor Vehicle Accident?No

7. If Yes, provide details on license plate number or other details (if known):

8. (Don't ask just record - Did caller indicate they want a call back?)No



Service Request # R 1199892 Request Type RGenerallssue Request type Street - General Issue description Request Date 2017/10/17 11:43 Call Date 2017/10/17 11:40 Lagan's ECM Update Incident Date 2017/10/17 11:43 Crew Assign Date 2017/10/17 11:47 2017/10/17 11:45 **REM504** Crew ID Crew Contact 16056 Reviewed yes Sub Type xB keRack JEFF ECKLAND Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Road Emergency Crew Afternoon 504 Creator Dispatcher Alt Dispatcher

#### Alt Crew Contact

# Information

#### Information

-	
Zone	
Area description	
Sub-area	
Sub-area description	
Beat	
District description	
Auto Beat	
Priority	
Priority description	Medium
Responsibility	RO
Responsibility	Streets Operations
description	Sucers Obergions
Project	
Project description	
311 Case #	101010298892
Source	
Due Date	2017/11/28 11:40
Ext Reference #	
Ref Type	
Lagan CSR Name	lagan
Method	
Designation	
Frequency	
Cleaning Zone	

#### **Request Location**

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

#### Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen\_CRM.SRInfoViewerChildApplet&apid=Hansen\_\_\_\_\_1

1/4

2018	Service Request InfoViewer
Subdesignation Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State Postal Code Location	Vancouver BC
Incident Details	Dispatched to Afternoon Shift (Oct 17/2017 [2:22pm[)
Call Details Call Duration 00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress	25
Contact	
First, MI Middle Initial Title Foreign Address City State/Province	no 453 W 12TH AV Vancouver BC V5Y 1V4
Alternate Phone Fax Pager PIN	alex.borges@vancouver.ca
Customer Comn	nents
the second designs the birth	Borges, Alex (Mr)
Other Calls (No Data)	
Inspection Inspector name JE Scheduled Due By Started Due By Completed Due By Resolved 20 Due By Resolution 10	D17/10/17 00:00 D17/10/17 Provided

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen.CRM.SRInfoViewerChildApplet&apid=Hansen... 2/4

Service Re (No Data)	auget Inc					
(no Data)	questins	pection	IS			
Log Ent Type By Lagan ECM SEY: Lagan ECM PAV4 ResolComm 1976	tered Ei Na 36 сн 19 Ка	g Resu ntered B ame ELSEY ZEEN № RUSSELL LER F ELD	y Start		Dispatched to After	Crew C1203 on Oct 17/17 noon Shift (Oct 17/2017 [2:22pm[) . Georgia - Bolts from bike rack bent over. Remove bolts Crew 9
Attachment						
Attachment (No Data)	is					
Association	s					
Linked Sen (No Data) Associated (No Data) Associated (No Data) Associated (No Data)	Work Or Asset In	ders	ns			
Request De (Tab Not Loaded						
Schedules Employees <sup>(No Data)</sup> Fleet Equip						
Employees <sup>(No Data)</sup> Fleet Equip (No Data) Plant Equip (No Data) Vehicles	ment					
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read	oment oment dings					
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded	oment oment dings					
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log	oment oment dings					
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log	oment oment dings	15 1 17 5 17 1 22 1 22 F	7/10/2017 11:45:43 AN 420	1 01/01/0001 12 00:00 AM 1 17/10/2017 11:45:43 AM 5420	CHELSEY ZEEMAN	Hansen
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name Review Date Inspector Review Date Inspector Crew Id Resolved	Audit Dat 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 14:2 2017/10/17 14:2	15 1 17 5 17 1 22 1 22 F	7/10/2017 11:45:43 AN 420 7/10/2017 11:45 00 AN 6056 IEM504	1 01/01/0001 12 00:00 AM 1 17/10/2017 11:45:43 AM 5420	CHELSEY ZEEMAN CHELSEY ZEEMAN CHELSEY ZEEMAN Kate RUSSELL Kate RUSSELL	Hansen Hansen Hansen Hansen Hansen
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded Audit Log Audit Log Audit Log Field Name Review Date Inspector Review Date Inspector Crew Id	Audit Dat 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/18 11:4 m ail	15 1 17 5 17 1 12 1 12 F 12 F 12 T	7/10/2017 11:45:43 AN 420 7/10/2017 11:45 00 AN 6056 EM504 rue	1 01/01/0001 12 00:00 AM 1 17/10/2017 11:45:43 AM 5420	CHELSEY ZEEMAN CHELSEY ZEEMAN CHELSEY ZEEMAN Kate RUSSELL Kate RUSSELL TYLER FIELD	Hansen Hansen Hansen Hansen Hansen
Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Crew Id Resolved	Audit Datt 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/18 11:4 m ail 1. Ty	15 1 17 5 17 1 12 1 12 F 12 F 12 T	7/10/2017 11:45:43 AN 420 7/10/2017 11:45 00 AN 6056 EM504 rue	1 01/01/0001 12 00:00 AM 1 17/10/2017 11:45:43 AM 5420 False	CHELSEY ZEEMAN CHELSEY ZEEMAN CHELSEY ZEEMAN Kate RUSSELL Kate RUSSELL TYLER FIELD	Hansen Hansen Hansen Hansen Hansen

3	10	5	n	11	0
31	0	2	υ	1	0

Service Request InfoViewer

<ol><li>Is this request due to Motor Vehi</li></ol>	icle Accident?No
-----------------------------------------------------	------------------

5. If Yes, provide details on license plate number or other details (if known):

6. (Don't ask just record - Did caller indicate they want a call back?)No



Work Order #:	322647	RSw_CFI_NM_C	rew75_2012	Asphalt Fillet - Sidewa	ilk
Asset ID #:	95698	Sidewalk - Concre	ete		
Group Project #:	27389	RSw_CFI_NM_C	rew75_2012	Streets Operations	
Location:	1000 - 1099 W 0	GEORGIA ST			
<b>Operational State</b>	us:	Ref #1	i :	Ref #2:	
Service Request	: 488329	Contac	st Name: s.22(1)	Phone#: \$.22(1	)
Requested By:	1	Reque	sted Date:	Initiated Date:	Aug 08, 2012
Assigned By:	RONALD HAMILTON	Assigned To: LU	JI D'AMATO		-
Assigned Date:	Aug 03, 2012	Crew ID: RMS7	'5	Work Started:	
Result:	Completed			Work Completed:	Aug 03, 2012
Comments:	Magna-Crete Side	walk Fillet - Crew 75 - Y	early - 2012		

Work Orders & Accomplishments:

WO#	Result	Completed Date		_		
322647	Completed	Aug 03, 2012				
Accomplishment Date		Description	Quantity	Truck#	Assigned To	Comments
Aug 03, 2012		Concrete Fillet - Sidewalk	1	RMS75	LUI D'AMATO	1025. BJS

Work Area Prefix: R

SAP Network #: EERD27389 Billable: N

Parent Network: **Cost Summary Estimated Costs Actual Costs** Difference Equipment \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 Labour Material \$0.00 \$0.00 \$0.00 Other \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 TOTAL \$0.00 \$0.00 \$0.00

EER-00009-SF-NM-CC

WBS#:



Work Order #:	329648	RSw_SFI	_MR_Crew67_2012	Asphalt Fillet - Sidev	valk		
Asset ID #:	95698	Sidewalk	- Concrete				
Group Project #: 27515 RSw_SFI_MR_Crew67_2012				Streets Operations			
Location:	1000 - 1099 W G	EORGIA ST					
Operational State	us:		Ref #1: :	Ref #2:			
Service Request:	497931		Contact Name: 5.22(1)	Phone#: 5.22	(1)		
Requested By:	1		Requested Date:	Initiated Date:	Sep 05, 2012		
Assigned By:	RONALD HAMILTON	Assigned	To: MAURICE BOUDREAU		- Alexandra		
Assigned Date:	Sep 05, 2012	Crew ID:	RMS67	Work Started:	Sep 05, 2012		
Result:	Completed			Work Completed:	Sep 05, 2012		
Comments:	Sidewalk Fillets - N	IRN - Crew 67	- Year - 2012				

## Work Orders & Accomplishments:

WO#	Result	Completed Date				
329648	Completed	Sep 05, 2012				
Accompl	ishment Date	Description	Quantity	Truck#	Assigned To	Comments
Sep 05, 2012		Asphalt Fillet - Sidewalk	4	RMS67	MAURICE BOUDREAU	- 1025 W Georgia St - BS

Work Area Prefix: R

Billable: N

SAP Network #: EERD27515

WBS#: EER-00009-SF-MR-01

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	<u>\$0.00</u>	<u>\$0.00</u>	\$0.00



Work Order #:	332797	RSw_Gnd_N	M_Crew75_Jul-Dec'1	Grind - Sidewalk	
Asset ID #:	95253	Sidewalk - Co	oncrete		
Group Project #:	31405	RSw_Gnd_N	M_Crew75_Jul-Dec'12	Streets Operations	
Location:	900 - 999 BURR	ARD ST			
<b>Operational State</b>	us:	Ref	f#1::	Ref #2:	
Service Request	: 488329	Co	ntact Name: s.22(1)	Phone#: 5.22	(1)
Requested By:		Re	quested Date:	Initiated Date:	Sep 18, 2012
Assigned By:	RONALD HAMILTON	Assigned To	: LUI D'AMATO		and the
Assigned Date:	Sep 18, 2012	Crew ID: RI	MS75	Work Started:	Sep 18, 2012
Result:	Completed			Work Completed:	Sep 18, 2012
Comments:	Sidewalk Grinding	- Non MRN - Crew	75 - July to December 2012		

### Work Orders & Accomplishments:

WO#	Result	Completed Date					
332797	Completed	Sep 18, 2012				_	
Accomplishment Date		Description	Quantity	Truck#	Assigned To		Comments
Sep 18, 2012		Grind - Sidewalk	17	RMS75	LUI D'AMATO	-BS	

Work Area Prefix: R

SAP Network #: EERD31405

WBS#: EER-00009-SG-NM-01

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	\$0.00	<u>\$0.00</u>	\$0.00



Work Order #:	332798	RSw_Gnc	_NM_Crew75_Jul-D	ec'1	Grind - Sidewalk	
Asset ID #:	101454	Sidewalk	- Concrete			
Group Project #:	31405	RSw_Gnd	I_NM_Crew75_Jul-D	)ec'12	Streets Operations	
Location:	900 - 999 BURR	ARD ST				
Operational Statu	us:		Ref #1: :		Ref #2:	
Service Request:	: 488329		Contact Name:	.22(1)	Phone#: s.22	(1)
Requested By:			Requested Date:		Initiated Date:	Sep 18, 2012
Assigned By:	RONALD HAMILTON	Assigned	I To: LUI D'AMATO			Sec. 1
Assigned Date:	Sep 18, 2012	Crew ID:	RMS75		Work Started:	Sep 18, 2012
Result:	Completed				Work Completed:	Sep 18, 2012
Comments:	Sidewalk Grinding	- Non MRN - C	rew 75 - July to Decen	1ber 2012		

### Work Orders & Accomplishments:

WO#	Result	Completed Date	1				
332798	Completed	Sep 18, 2012				_	
Accomplishment Date		Description	Quantity	Truck#	Assigned To		Comments
Sep	18, 2012	Grind - Sidewalk	16	RMS75	LUI D'AMATO	-BS	

Work Area Prefix: R

SAP Network #: EERD31405

WBS#: EER-00009-SG-NM-01

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>



Work Order #:	332801		_MR_Crew75_Year 2012	Grind - Sidewalk	
Asset ID #:	95698	Sidewalk -	Concrete		
Group Project #:	27346	RSw_Gnd	_MR_Crew75_Year 2012	Streets Operations	
Location:	1000 - 1099 W G	SEORGIA ST			
<b>Operational State</b>	us:		Ref #1: :	Ref #2:	
Service Request	488329		Contact Name: s.22(1)	Phone#: s.22	(1)
Requested By:			Requested Date:	Initiated Date:	Sep 18, 2012
Assigned By:	RONALD HAMILTON	Assigned	To: LUI D'AMATO		. and the second
Assigned Date:	Sep 18, 2012	Crew ID:	RMS75	Work Started:	Sep 18, 2012
Result:	Completed			Work Completed:	Sep 18, 2012
Comments:	Sidewalk Grinding	- MRN - Crew 7	75 - Year 2012		

Work Orders & Accomplishments:

WO#	Result	Completed Date	1				
332801	Completed	Sep 18, 2012				_	
Accompl	ishment Date	Description	Quantity	Truck#	Assigned To		Comments
Sep	18, 2012	Grind - Sidewalk	15	RMS75	LUI D'AMATO	-BS	

Work Area Prefix: R

SAP Network #: EERD27346

WBS#: EER-00009-SG-MR-01

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	\$0.00	<u>\$0.00</u>	\$0.00



and the second second	100052	DOW EH	NIM Crow 67 Am	-1.00	anhalt Fillet Cidaur	alle
Work Order #:	488953		NM_Crew 67_Ap		sphalt Fillet - Sidewa	ак
Asset ID #:	95698	Sidewalk	- General (Reactiv	ve)		
Group Project #:	49913	RSw_Flt_	NM_Crew 67_Ap	ril 2014 S	treets Operations	
Location:	1000 - 1099 W (	GEORGIA ST				
<b>Operational Stat</b>	us:		Ref #1: :		Ref #2:	
Service Request	: 684895		Contact Name:	Royal Centre security	Phone#: 5.22(1	n)
Requested By:			Requested Date		Initiated Date:	Apr 08, 2014
Assigned By:	RONALD HAMILTON	Assigned	I To: BRENT VAI	NDALL		1.1.1.1.1.1.1
Assigned Date:	Apr 08, 2014	Crew ID:	RMS67	v	Vork Started:	
Result:	Completed			v	Vork Completed:	Apr 08, 2014
Comments:	Asphalt Sidewalk	Fillet - Non MRI	N - Crew 67 - April 2	2014		

### Work Orders & Accomplishments:

WO#	Result	Completed Date				
488953	Completed	Apr 08, 2014		-		
Accomplishment Date		Description	Quantity	Truck#	Assigned To	Comments
Apr 08, 2014		Asphalt Fillet - Sidewalk	5	RMS67	BRENT VANDALL	1055 W Georgia - MP

Work Area Prefix: R

SAP Network #: EERD49913

WBS#: EER-00009-SF-NM-AP

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference	
Equipment	\$0.00	\$2.67	-\$2.67	
Labour	\$0.00	\$21.66	-\$21.66	
Material	\$0.00	\$5.35	-\$5.35 -\$0.27	
Other	\$0.00	\$0.27		
TOTAL	<u>\$0.00</u>	<u>\$29.96</u>	-\$29.96	



Work Order #:	499139	RSw_SPx	MRN_Crew 67_	2014 S	dewalk Surface F	Patch
Asset ID #:	95698	Sidewalk -	- General (Reactiv	/e)		
Group Project #:	46510	RSw_SPx	_MRN_Crew 67_	2014 S	Streets Operations	
Location:	1000 - 1099 W G	SEORGIA ST				
<b>Operational State</b>	us:		Ref #1: :		Ref #2:	
Service Request	: 693853		Contact Name:	Brookfield Properties	Phone#: s.2	2(1)
Requested By:			Requested Date	(Vancouver) Ltd :	Initiated Date	e: May 05, 2014
Assigned By:	RONALD HAMILTON	Assigned	I To: BRENT VAN	IDALL		
Assigned Date:	May 05, 2014	Crew ID:	RMS67	v	Vork Started:	
Result:	Completed			v	Vork Completed:	May 05, 2014
Comments:	Sidewalk Surface F	Patch - MRN - (	2rew 67 - 2014			
	s II					

# Work Orders & Accomplishments:

WO#	Result	Completed Date				
499139	Completed	May 05, 2014				
Accompl	ishment Date	Description	Quantity	Truck#	Assigned To	Comments
May 05, 2014		Surface Patch - Sidewalk	1.5	RMS67	BRENT VANDALL	1025 W Georgia - MP

Work Area Prefix: R

SAP Network #: EERD46510

510 WBS#:

3S#: EER-00009-AP-MR-01

**Parent Network:** 

Cost Summary	Estimated Costs	Actual Costs	Difference	
Equipment	\$0.00	\$9.11	-\$9.11	
Labour	\$0.00	\$69.42	-\$69.42 -\$10.52	
Material	\$0.00	\$10.52		
Other \$0.00		\$0.00	\$0.00	
TOTAL	\$0.00	\$89.05	-\$89.05	



Work Order #:	499140	RSw_SP	MRN_Crew 67_	2014 Si	idewalk Surface Pa	itch
Asset ID #:	95698	Sidewalk	- General (Reactiv	/e)		
Group Project #:	46510	RSw_SP	MRN_Crew 67_	2014 St	treets Operations	
Location:	1000 - 1099 W G	EORGIA ST				
Operational State	us:		Ref #1: :		Ref #2:	
Service Request:	693860		Contact Name:	Brookfield Properties	Phone#: 5.22	(1)
Requested By:		(Vancouver) Ltd Requested Date:		(Vancouver) Ltd	Initiated Date:	May 05, 2014
Assigned By:	RONALD HAMILTON	Assigned	To: BRENT VAN	IDALL		
Assigned Date:	May 05, 2014	Crew ID:	RMS67	w	lork Started:	
Result:	Completed			W	lork Completed:	May 05, 2014
Comments:	Sidewalk Surface F	²atch - MRN - י	Crew 67 - 2014			
	541					

#### Work Orders & Accomplishments:

WO#	Result	Completed Date				
499140	Completed	May 05, 2014				
Accompl	ishment Date	Description	Quantity	Truck#	Assigned To	Comments
Мау	05, 2014	Surface Patch - Sidewalk	1	RMS67	BRENT VANDALL	1055 W Georgia - MP

Work Area Prefix: R

SAP Network #: EERD46510

Billable: N

**Parent Network:** 

**Cost Summary Estimated Costs Actual Costs** Difference Equipment \$0.00 \$9.11 -\$9.11 Labour \$0.00 \$69.42 -\$69.42 Material \$0.00 \$10.52 -\$10.52 Other \$0.00 \$0.00 \$0.00 -\$89.05 TOTAL \$0.00 \$89.05

EER-00009-AP-MR-01

WBS#:

Work Order #:	518613	RSw_Gnd_NM_Crew 75_2014	Grind - Sidewalk
Asset ID #:	105828	Sidewalk - General (Reactive)	
Group Project #:	45355	RSw_Gnd_NM_Crew 75_2014	Streets Operations
Location:	1000 - 1099 MELVI	LLE ST	
Operational State	ıs:	Ref #1: :	Ref #2:
Service Request:	713670	Contact Name: Royal Centre	Phone#: 604-669-0233
Requested By:		Requested Date:	Initiated Date: Jul 11, 2014
Assigned By:	RONALD HAMILTON	Assigned To: LUI D'AMATO	
Assigned Date:	Jul 11, 2014	Crew ID: RMS75	Work Started:
Result:	Completed		Work Completed: Jul 11, 2014
Comments:	Sidewalk Grinding - N	on MRN - Crew 75 - 2014	

#### Work Orders & Accomplishments:

WO#	Result	Completed Date					
518613	Completed	Jul 11, 2014					
Accomplishment Date		Description	Quantity	Truck#	Assigned To		Comments
				RMS75		1	

Work Area Prefix: R

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SAP Network #: EERD45355

WBS#: EER-00009-SG-NM-01

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$60.51	-\$60.51
Labour	\$0.00	\$410.27	-\$410.27
Material	\$0.00	\$6.66	-\$6.66
Other	\$0.00	\$36.07	-\$36.07
TOTAL	<u>\$0.00</u>	<u>\$513.51</u>	<u>-\$513.51</u>



Work Order #:	669855	RSw_Flt_	MRN_Crew 67_20	015 A	sphalt Fillet - Sidewa	alk
Asset ID #:	95698	Sidewalk	- General (Reactiv	/e)		
Group Project #:	55738	RSw_Flt_	MRN_Crew 67_20	015 S	Streets Operations	
Location:	1000 - 1099 W GE	ORGIA ST				
Operational State	us:		Ref #1: :		Ref #2:	
Service Request:	: 87 <b>1</b> 446		Contact Name:	Brookfield Properties (Vancouver) Ltd	Phone#: \$.22(	1)
Requested By:		Requested Date:		Initiated Date:	Sep 28, 2015	
Assigned By:	MARCO BIAGINI	Assigned	d To: WALTER AN	NDRADE		
Assigned Date:	Sep 25, 2015	Crew ID:	RMS67	v	Vork Started:	
Result:	Completed			v	Vork Completed:	Sep 25, 2015
Comments:	Asphalt Sidewalk Fill	et - MRN - C	rew 67 - 2015			

Work Orders & Accomplishments:

WO#	Result	Completed Date				
669855	Completed	Sep 25, 2015		-		
Accompl	ishment Date	Description	Quantity	Truck#	Assigned To	Comments
Sep	25, 2015	Asphalt Fillet - Sidewalk	21	RMS67	WALTER ANDRADE	1025. SK

Work Area Prefix: R

SAP Network #: EERD55738

WBS#: EER-00009-SF-MR-01

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>



Work Order #:	710484	RSw_Flt_MR 67-2016	Asphalt Fillet - Sidewalk
Asset ID #:	95698	Sidewalk - General (Reactive)	
Group Project #:	68983	RSw_Flt_MR 67-2016	Streets Operations
Location:	1000 - 1099 W GE	ORGIA ST	
Operational State Service Request Requested By:	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Ref #1: : Contact Name: <sup>5.22(1)</sup> Requested Date:	Ref #2:           Phone#:         s.22(1)           Initiated Date:         Feb 11, 2016
Assigned By: Assigned Date: Result:	MARCO BIAGINI Jan 20, 2016 Completed	Assigned To: MICHAEL SKINNER Crew ID: RMS67	Work Started: Work Completed: Jan 20, 2016
Comments:	Sidewalk Fillet - MRI Accomplishment: RS	N - Crew 67 - January to June 2016 wAsFlt	

#### Work Orders & Accomplishments:

WO#	Result	Completed Date				
710484	Completed	Jan 20, 2016				
Accompl	ishment Date	Description	Quantity	Truck#	Assigned To	Comments
Jan	20, 2016	Asphalt Fillet - Sidewalk	9	RMS67	MICHAEL SKINNER	1025. SK

 Work Area Prefix:
 R
 SAP Network #:
 EERD68983
 WBS#

WBS#: EER-00009-SF-MR-01

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	\$0.00	\$0.00	\$0.00



Work Order #:	725794		MR 71-2016		Asphalt Fillet - Sidev	valk
Asset ID #: Group Project #:		RSw_Flt_I	- General (Reactiv MR 7 <mark>1</mark> -2016	e)	Streets Operations	
Location:	1000 - 1099 W GE	ORGIA ST				
<b>Operational Statu</b>	s:		Ref #1: :		Ref #2:	
Service Request:	936386		Contact Name:	Anonymous 2016	Phone#: 5.22	2(1)
Requested By:		-	Requested Date	March	Initiated Date:	Mar 23, 2016
Assigned By:	MARCO BIAGINI	Assigned	To: TONY FARI	Ą		
Assigned Date:	Mar 23, 2016	Crew ID:	RMS71		Work Started:	
Result:	Completed				Work Completed:	Mar 23, 2016
	Sidewalk Fillet - MRN Accomplishment: RS		January to June 20	16		

#### Work Orders & Accomplishments:

WO#	Result	Completed Date				
725794	Completed	Mar 23, 2016				
Accompl	ishment Date	Description	Quantity	Truck#	Assigned To	Comments
Mar 23, 2016		Asphalt Fillet - Sidewalk	4	RMS71	TONY FARIA	1025 W Georgia StMPR

Work Area Prefix: R

SAP Network #: EERD68986

WBS#: EER-00009-SF-MR-01

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>



Work Order #: Asset ID #:	875885 95698	RSw_Flt_	MR 67-2017/1-3			
Group Project #:			MR 67-2017/1-3	Str	eets Operations	
Operation: Operational State Service Request Requested By:	us:		Ref #1: : Contact Name: Requested Date:	Brookfield Properties (Vancouver) Ltd	Ref #2: Phone#: <sup>s.22(</sup> Initiated Date:	1) Jun 13, 2017
Assigned By: Assigned Date: Result:	MARCO BIAGINI Jun 13, 2017 Completed	Assigned Crew ID:	I To: GUS FISKIL RMS67	We	ork Started: ork Completed:	Jun 13, 2017
Comments:	2017 Sidewalk Fillet Accomplishment: F		v 67 - January to Ma		Sin Completed.	

#### Work Orders & Accomplishments:

WO#	Result	Completed Date				
875885	Completed	Jun 13, 2017				
Accompli	shment Date	Description	Quantity	Truck#	Assigned To	Comments
Jun 1	3, 2017	Asphalt Fillet - Sidewalk	5	RMS67	GUS FISKILIS	1025 NM

Work Area Prefix: R

SAP Network #: EERD73654

WBS#: EER-00009-SF-MR-01

Parent Network:

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	<u>\$0.00</u>	\$0.00	\$0.00

#### Work Order Log - W. Georgia & Burrard NWC - Jan 1, 2012 to Jan 17, 2018

	Activity	Sub Activity	WO Short Description	Address	Crew Id	Years	Work Completed	Group Project #
307391	RSwReact	RSwFlt	RSw_SFI_MR_Crew66_2012	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS66	2012	May	27514
311163	RSwReact	RSwFlt	RSw_SFI_NM_Crew66_May-Jun'1	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS66	2012	Jun	30236
322647	RSwReact	RSwFlt	RSw_CFI_NM_Crew75_2012	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS75	2012	Aug	27389
329648	RSwReact	RSwFlt	RSw_SFI_MR_Crew67_2012	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2012	Sep	27515
332801	RSwReact	RSwGnd	RSw_Gnd_MR_Crew75_Year 2012	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS75	2012	Sep	27346
333893	RSwReact	RSwSPch	RSw_SPx_MR_Crew68_2012	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMA68	2012	Sep	27532
334946	RSwReact	RSwSPch	RSw_SPx_NM_Crew68_2012	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMA68	2012	Sep	27525
346683	RSwReact	RSwFlt	RSw_SFI_MR_Crew65_2012	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMA65	2012	Oct	27513
366036	RInsp_BIMRN	RSwFlt	Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS66	2013	Jan	36949
366047	RInsp_BIMRN	RSwSPch	Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS66	2013	Jan	36965
367676	RInsp_BIMRN	RSwFlt	RSw_Flt_MRN_Crew 71_2013	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS71	2013	Jan	36953
369173	RInsp_Blvd	RSwFlt	Boulevard Hazard	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS71	2013	Jan	36945
369175	RInsp_Blvd	RSwFlt	Boulevard Hazard	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS71	2013	Jan	36945
369176	RInsp_Blvd	RSwFlt	Boulevard Hazard	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS71	2013	Jan	36945
405751	RSwReact	RSwFlt	RSw_Flt_MRN_Crew 68_2013	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMA68	2013	Jun	36951
409932	RSwReact	RSwFlt	RSw_Flt_MRN_Crew 66_2013	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS66	2013	Jun	36949
414251	RSwReact	RSwSPch	RSw_SPx_NM_Crew 67_2013	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2013	Jul	36958
464369	RStrCut	RSwCut	Historical Cut	600 to 699 BURRARD ST -Range COVAV Vancouver BC		2014	Jun	1
464370	RStrCut	RSwCut	Historical Cut	600 to 699 BURRARD ST -Range COVAV Vancouver BC		2014	Jun	1
477421	RInsp_Blvd	RSwFlt	Boulevard Hazard	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2014	Feb	46369
477438	RInsp_Blvd	RSwFlt	Boulevard Hazard	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2014	Feb	46369
488953	RSwReact	RSwFlt	RSw_Flt_NM_Crew 67_April 20	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2014	Apr	49913
499139	RSwReact	RSwSPch	RSw_SPx_MRN_Crew 67_2014	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2014	May	46510
499140	RSwReact	RSwSPch	RSw_SPx_MRN_Crew 67_2014	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2014	May	46510
515479	RSwReact	RSwFlt	RSw_Flt_NM_Crew 67_Jun-Jul'	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2014	Jun	52092
515484	RSwReact	RSwFlt	RSw_Flt_NM_Crew 67_Jun-Jul'	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2014	Jun	52092
561860	RSwPlanned	RSwAdjust	RSw_Broom_MRN_Crew 22_2015	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RCC22	2015	Jun	55594
569894	RInsp_Blvd	RSwFlt	RSw_Flt_NM_Crew 67_Jan-Mar'	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2015	Jan	55731
575489	RStrCut	RRwCut	RRwCut	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC		2016	Jun	1
588991	RStrCut	RRwCut	A cut made in a Roadway or	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC		2016	Jun	1
620025	RSwReact	RSwFlt	RSw_Flt_NM_Crew 71_Apr-Jun'	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS71	2015	Jun	57272
669855	RSwReact	RSwFlt	RSw_Flt_MRN_Crew 67_2015	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2015	Sep	55738
704433	RInsp_Blvd	RSwFlt	Boulevard Hazard	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2016	Jan	68976
704437	Rinsp_Blvd	RSwFlt	Boulevard Hazard	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2016	Jan	68976
704445	Rinsp_Blvd	RSwFlt	Boulevard Hazard	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2016	Jan	68976
706176	Rinsp_BIMRN	RSwFlt	Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMA65	2016	Jan	68981
710484	RSwReact	RSwFlt	RSw_Flt_MR 67-2016	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2016	Jan	68983
	RSwReact	RSwFlt	RSw Fit MR 71-2016	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS71	2016	Mar	68986
725794	nowneact							

801849	RSwReact	RSwFlt	RSw_Flt_MR 71-2016	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS71	2016	Oct	68986
835517	RInsp_Blvd	RSwFlt	Boulevard Hazard	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS67	2017	Feb	73653
836730	RInsp_BIMRN	RSwFlt	Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2017	Mar	73654
836732	RInsp_BIMRN	RSwFlt	Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2017	Mar	73654
836734	RInsp_BIMRN	RSwFlt	Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2017	Mar	73654
836739	RInsp_BIMRN	RSwFlt	Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2017	Mar	73654
836740	RInsp_BIMRN	RSwFlt	Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2017	Mar	73654
875885	RSwReact		RSw_Flt_MR 67-2017/1-3	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMS67	2017	Jun	73654
927298	RSwReact	RSwFlt	RSw_Flt_MR 71-2017/1-3	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS71	2017	Nov	73671
933420	RSwReact		RSw_Flt_MR 71-2017/1-3	600 to 699 BURRARD ST -Range COVAV Vancouver BC	RMS71	2017	Nov	73671
941594	RInsp_BIMRN		Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMA65	2018	Jan	77897
941617	RInsp_BIMRN		Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMA65	2018	Jan	77897
941619	RInsp_BIMRN		Boulevard Hazard MRN	1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC	RMA65	2018	Jan	77897

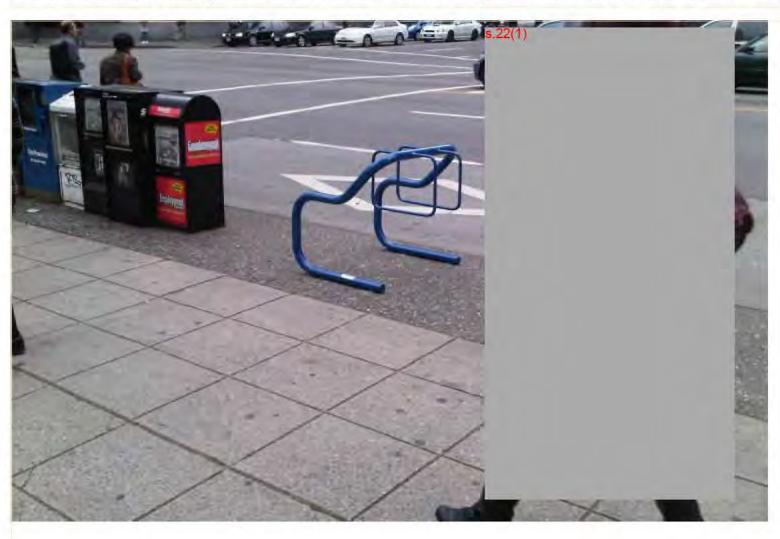
From:	"Wilson, Terry" <terry.wilson@vancouver.ca></terry.wilson@vancouver.ca>
To:	"Teixeira, Rob" <rob.teixeira@vancouver.ca></rob.teixeira@vancouver.ca>
Date:	10/18/2010 2:17:56 PM
Subject:	FW: 1025 w georgia

#### Fyi,

This a request from a few weeks ago Elco installed today. There is a bus zone there but I think it's the best spot. -----Original Message-----From: Elco M. Gauw [mailto:egauw@urbanracks.com] Sent: Monday, October 18, 2010 12:34 PM To: Wilson, Terry Subject: 1025 w georgia

#### Fyi

This Email was sent from my BlackBerry device while I was out of the office. Feel free to call me instead at 1-866-824-9590





Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM Case Creation Date: From 1/1/2012 To 1/17/2018 Case Status: Both

Case #	Street # From	Street #	Street	Cross St/Unit #	Postal Code Loca	ation Details	Case Details	Addional Details	Requestor Name	Phone # of Calls	Date Created	Date Closed	Preferred Queu	e Event Notes
Eform Request			lk - Repair							Calls				
101000321377	1025		W GEORGIA ST		V6E 3N9		Type of Sidewalk problem: Uneven If Other, provide details: Is there a black patch on it? Yes Is it safe? Yes Descr be issue & location in detail (in front of, beside, side of street, etc.): In front of the entrance to the Royal Bank. This is by the stairs to get into the bank. Is this request due to Motor Vehicle Accident? No If Yes, provide details on license plate number or other details (if known): (Don't ask just record - Did caller indicate they want a call back?) No		s.22(1)		7/31/2012 2:15:59 PV	9/19/2012 12:41:13 PN	A Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created Updated: Hansen ServiceRequest Number : 488329 created / updated at Tuesday, July 31, 2012 2:36:3 PM Hansen Change in Comments Comments: July 31/12 - Referred to R. Hamilton Adde on 31/07/2012 3:20:44 PM. Hansen Service Request has been reviewed: Case reviewed on 31/07/2012 3:20:00 PM. Hansen Service Request Assigned: Case was assigned on 31/07/2012 3:20:00 PM. Temporary Patch - Final Repa Scheduled: 40 - Temp - Final Repair Scheduled. Aug 1/12 - identified area that requires a fast patch procedure to eliminate a trip onto the staircase. To be completed b crew 75 - P Barbosa. Resolve on 01/08/2012 12:00:00 AM. Agent Finished: Case Closed Temporary Patch - Final Repa Scheduled 40 - Temp - Final Repair Scheduled 40 - Temp - Final Repair Scheduled Aug 1/12 - identified area that requires a fast patch procedure to eliminate a trip onto the staircase. To be



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

101000333201	1025	W GEORGIA ST	V6E 3N9	Type of Sidewalk problem:	He calleed about this on July 31/12 case S.22(1)	1 9/5/2012 8:50:16 AM	9/6/2012 10:55:31 AM Eng_Streets	Agent Created Case:
				Uneven	#321377 and now says its might be		Operations	Agent Updated Case Details:
				If Other, provide details:	unsafe and someone can trip and fall			Description updated to: .
				Is there a black patch on it?	since its right at the entrance of the			
				No	Royal Bank. Linked to case 321377			Agent Updated Case Details:
				Is it safe?	(AVNS, Sep 5 2012 8:54AM) Notified			Reallocated to queue:
				No	DS (Lisa) for crew call out (AVLM,			Eng_Streets Operations
				Descr be issue & location in detail (in front of, beside,	Sep 5 2012 9:07AM) Reported to Jan			
				side of street, etc.):	at 84299, he has the case number and			Hansen Service Case Created /
				In front of Royal Bank	details.			Updated: Hansen
				Is this request due to Motor Vehicle Accident?				ServiceRequest Number :
				No				497931 created / updated at
				If Yes, provide details on license plate number or other				Wednesday, September 05,
				details (if known):				2012 9:03:12 AM
				(Don't ask just record - Did caller indicate they want a				Agent Updated Case Details:
				call back?)				Description updated to:
				No				
								Hansen Service Case Created /
								Updated: Hansen
								ServiceRequest Number :
								497931 created / updated at
								Wednesday, September 05,
								2012 9:09:16 AM
								Hansen Change in Comments:
								Comments: Dispatched to Truck
								1203 at Sept. Added on 05/09/2012 9:25:50 AM.
								Hansen Service Request has
								been reviewed: Case reviewed
								on 05/09/2012 9:27:00 AM.
								Hansen Service Request
								Assigned: Case was assigned
								on 05/09/2012 9:24:00 AM.
								Hansen Work Order Created:
								Work order 329648 has been
								initiated on 05/09/2012 12:00:00
								AM. Work Order type is
								RSwReact.
								Over the Device of the Later Over the



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

101004720852	1025	W GEORGIA ST	V6E 3N9	Type of Sidewalk problem:	Please contact citizen to inform of action Bro		) 1	5/5/2014 11:33:00 AM	5/6/2014 12:02:15 PM Eng_Streets	Agent Created Case:
				OtherEmerg		operties			Operations	Agent Updated Case Details:
				If Other, provide details: Uneven causing pooling and	11:53AM) Called out to streets at (Va	ancouver) Ltd				Reallocated to queue:
				injury due to trip hazard.	604.829.4299 and provided hansen	-				Eng_Streets Operations
				Is there a black patch on it?	number.					
				Yes						Hansen Service Case Created /
				Is it safe?						Updated: Hansen
				No						ServiceRequest Number :
				Descr be issue & location in detail (in front of, beside,						693853 created / updated at
				side of street, etc.):						Monday, May 05, 2014 11:36:45
				Sidewa k in front of Royal bank main entrance is						AM
				uneven. As a result two to three customers have						Hansen Service Request has
				reported tripping and falling walking to the entrance.						been reviewed: Case reviewed
				Is this request due to Motor Vehicle Accident?						on 05/05/2014 11:45:00 AM.
				No						Hansen Change in Comments:
				If Yes, provide details on license plate number or other						Comments: Dispatche to Truck
				details (if known):						C1203 on May 5/14 at 11:45.
				(Don't ask just record - Did caller indicate they want a						Added on 05/05/2014 11:46:18
				call back?)						AM.
				Yes						Hansen Service Request
										Assigned: Case was assigned
										on 05/05/2014 11:45:00 AM.
										Agent Updated Case Details:
										Description updated to: .
										Hansen Service Case Created /
										Updated: Hansen
										ServiceRequest Number :
										693853 created / updated at
										Monday, May 05, 2014 11:56:19
										AM
										Hansen Work Order Created:
										Work order 499139 has been
										initiated on 05/05/2014 12:00:00
										AM. Work Order type is
										RSwReact.
										Service Provided: 10 - Service
										Provided Resolved on



Shows the detailed case information on selected eforms created within a time period and of a certain status

#### Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

101007204074	1025	W GEORGIA ST	V6E 3N9	1. Type of sidewalk problem:	(AVLYK, Jan 20 2016 12:08PM)	s.22(1)	1 1/20/2016 12:05:00 PM	2/11/2016 10:52:06 AM Eng_Streets	Agent Created Case:
				Broken Causing Personal Injury	Called 84299 to dispatch issue			Operations	Agent Updated Case Details: Reallocated to queue:
									Eng_Streets Operations
				2. If Other, provide details:					
				Sidewalk uneven. Location is on W Georgia St in					Hansen Service Case Created
				front of Royal bank about 50 meters from Burrard ST					Updated: Hansen
				3. Is there a black patch on it?					ServiceRequest Number :
				No A la fracta O					913249 created / updated at
				4. Is it safe? No					Wednesday, January 20, 2016 12:07:02 PM
				5. Descr be issue in detail (in front of, beside, side of					Hansen Service Request has
				street, etc.):					been reviewed: Case reviewed
				She said she fell yesterday after tripping on the					on 20/01/2016 12:08:00 PM.
				uneven pavement in front of the Royal Bank close to					Agent Updated Case Details:
				the corner of Burrard St. She was able to see the					Description updated to: .
				sidewalk was uneven this morning while walking to					
				work.					Hansen Service Case Created
				6. Is this request due to Motor Vehicle Accident?					Updated: Hansen
				No					ServiceRequest Number :
				7. If Yes, provide details on license plate number or					913249 created / updated at
				other details (if known):					Wednesday, January 20, 2016
				8. (Don't ask just record - Did caller indicate they want					12:10:51 PM
				a call back?)					Hansen Service Request
				No					Assigned: Case was assigned
									on 20/01/2016 12:11:00 PM.
									Hansen Change in Comments
									Comments: Dispatched to Streets Truck 1203 at 12:10 o
									Jan 20/16. Added on
									20/01/2016 12:11:57 PM.
									Hansen Work Order Created:
									Work order 710484 has been
									initiated on 11/02/2016 12:00:0
									AM. Work Order type is
									RSwReact.
									Service Provided: 10 - Service
									Provided Resolved on



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

101007465391	1025	W GEORGIA ST	V6E 3N9	1. Type of sidewalk problem:	2016 March,	1	3/21/2016 8:25:00 AM	3/29/2016 9:49:31 AM Eng_Streets	Agent Created Case:
				Uneven	Anonymous			Operations	Agent Updated Case Details:
				2. If Other, provide details:					Reallocated to queue:
				3. Is there a black patch on it?					Eng_Streets Operations
				No					<b>U</b>
				4. Is it safe?					Hansen Service Case Created
				No					Updated: Hansen
				5. Descr be issue in detail (in front of, beside, side of					ServiceRequest Number :
				street, etc.):					936386 created / updated at
				Received via twitter from @lifemovesca:					Monday, March 21, 2016
				@CityofVancouver there's a need to fix sidewalk at					8:26:23 AM
				1025 West Georgia, big lip. Tripped twice walking 2					Hansen Service Request has
				buses. Dangerous #fallprevention					been reviewed: Case reviewed
				6. Is this request due to Motor Vehicle Accident?					on 21/03/2016 12:11:00 PM.
				No					Hansen Service Request
				7. If Yes, provide details on license plate number or					Assigned: Case was assigned
				other details (if known):					on 21/03/2016 12:10:00 PM.
				8. (Don't ask just record - Did caller indicate they want					Hansen Change in Comments:
				a call back?)					Comments: Mar 21/16 -
				No					Referred to M. Biagini Added
									on 21/03/2016 12:11:31 PM.
									Hansen Work Order Created:
									Work order 725794 has been
									initiated on 23/03/2016 12:00:0
									AM. Work Order type is
									RSwReact.
									Service Provided: 10 - Service
									Provided Resolved on
									23/03/2016 12:00:00 AM.
									Agent Finished: Case Closed.
									Closed date : 2016-03-29
									09:49:30.63
									Service Provided
									10 - Service Provided
									Resolved on 23/03/2016
									12:00:00 AM.



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

101007878287	1025	W GEORGIA ST	V6E 3N9	1. Type of sidewalk problem:	s.22(1)	1	6/9/2016 8:45:00 AM	6/20/2016 10:27:50 AN	I Eng_Streets	Agent Created Case:
				Other					Operations	Agent Updated Case Details:
				2. If Other, provide details:						Reallocated to queue:
				chipped pieces on the sidewalk and missing						Eng_Streets Operations
				3. Is there a black patch on it?						<u> </u>
				No						Hansen Service Case Created /
				4. Is it safe?						Updated: Hansen
				No						ServiceRequest Number :
				5. Descr be issue in detail (in front of, beside, side of						971253 created / updated at
				street, etc.):						Thursday, June 09, 2016
				Infront of the Royal Bank at 1025 W Georgia St,						8:46:50 AM
				pieces of the sidewalk have chipped and are missing.						Hansen Change in Comments:
				This is a problem along the sidewalk up to Burrard St.						Comments: Jun 9/16 - Referred
				6. Is this request due to Motor Vehicle Accident?						to M Biagini. Added on
				No						09/06/2016 8:58:42 AM.
				7. If Yes, provide details on license plate number or						Hansen Service Request
				other details (if known):						Assigned: Case was assigned
				8. (Don't ask just record - Did caller indicate they want						on 09/06/2016 8:58:00 AM.
				a call back?)						Hansen Service Request has
				No						been reviewed: Case reviewed
										on 09/06/2016 8:58:00 AM.
										Upon Investigation No Issue
										Exists at Location: 24 -
										Investigation found no issue.
										Jun 17/16 - (F. Mezzomo) No
										issues found Resolved on
										17/06/2016 12:00:00 AM.
										Agent Finished: Case Closed.
										Closed date : 2016-06-20
										10:27:49.987
										Upon Investigation No Issue
										Exists at Location
										24 - Investigation found no
										issue. Jun 17/16 - (F. Mezzomo) No issues found Resolved on
										17/06/2016 12:00:00 AM.



#### Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

Case Status: Both

101009690819	1025	W GEORGIA ST	V6E 3N9	1. Type of sidewalk problem: Broken Causing Personal Injury	Brook Prope (Vanc	s.22(1)	1 6/13/2017 8:36:00 AM	6/14/2017 11:32:24 AM Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue:
									Eng_Streets Operations
				<ol> <li>If Other, provide details:</li> <li>Is there a black patch on it?</li> </ol>					Hansen Service Case Created /
				Yes					Updated: Hansen
				4. Is it safe?					ServiceRequest Number :
				No					1142170 created / updated at
				5. Descr be issue in detail (in front of, beside, side of					Tuesday, June 13, 2017 8:46:49
				street, etc.):					AM
				There are multiple uneven, cracked, chipped slabs					Hansen Service Request has
				in front of 1025 and 1055 W Gerogia, starting from the					been reviewed: Case reviewed
				corner of Burrard. 1025 is the RBC bank. Caller					on 13/06/2017 8:49:05 AM.
				indicated there were multiple personal injuries in the					Hansen Service Request
				past. The whole width from Burrard to both addresses					Assigned: Case was assigned
				needs to be fixed. It's a tripping hazard. This is a very high foot traffic block.					on 13/06/2017 8:51:00 AM. Hansen Change in Comments:
				6. Is this request due to Motor Vehicle Accident?					Comments: Dispatched out to
				No					Streets Crew C1203 on June
				7. If Yes, provide details on license plate number or					13/17. Added on 13/06/2017
				other details (if known):					8:53:05 AM.
				8. (Don't ask just record - Did caller indicate they want					Service Provided: 10 - Service
				a call back?)					Provided Resolved on
				No					13/06/2017 12:00:00 AM.
									Hansen Work Order Created:
									Work order 875885 has been
									initiated on 13/06/2017 12:00:00
									AM. Work Order type is
									RSwReact.
									Agent Finished: Case Closed.
									Closed date : 2017-06-14 11:32:24.127
									Service Provided
									10 - Service Provided.
									Resolved on 13/06/2017
									12:00:00 AM.
			ļ l					I	



Date Run: Thursday, February 22, 2018 9:46:57 AM Case Creation Date: From 1/1/2012 To 1/17/2018 Case Status: Both

Not Responsive

101008314603	1025	W GEORGIA ST	V6E 3N9	<ol> <li>Type of Street Furniture: B ke Rack</li> <li>Descr be details: Via Van Connect PSID : 1868388 - Sticker on bike rack northwest corner burrard and georgia</li> <li>If Street Furniture has been damaged by a motor vehicle accident, then provide Police Incident Number if available:</li> <li>(Don't ask, just record - did caller indicate they want a call back?): No</li> </ol>	https://d17aqltn7cihbm.cloudfront.net/upl oads/large_b8fdd29a397fe59d1ab71d6	BIA - DOWNTOWN 60 BUSINESS IMPROVEMENT ASSOCIATION	46894357 1	8/28/2016 1:42:00 PM	8/28/2016 1:42:51 PM 31 Ce	entre	Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Agent Finished: Case Closed. Closed date : 2016-08-28 13:42:51.06



Date Run: Thursday, February 22, 2018 9:46:57 AM Case Creation Date: From 1/1/2012 To 1/17/2018 Case Status: Both

01005756140	1025	W GEORGIA ST	V6E 3N9	Type of Inquiry:	s.22(1)	1/22/2015 8:58:00 AM	2/5/2015 8:56:15 AM Eng_Streets	Agent Created Case:
DO5756140		Streets - General Issues	V6E 3N9	Type of Inquiry: Bikeremoval If Other, provide details: Descr be the issue in detail: Blue, Sears, Free Spirit bike has been locked to the bike rack for about 3 months now. Caller is a bike messenger and said that this b ke hasn't moved in all that time. Please have it removed. Is this request due to Motor Vehicle Accident? No If Yes, provide details on license plate number or other details (if known): (Don't ask just record - Did caller indicate they want a call back?) No	s.22(1)	1/22/2015 8:58:00 AM	2/5/2015 8:56:15 AM Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created Updated: Hansen ServiceRequest Number : 779773 created / updated at Thursday, January 22, 2015 9:00:19 AM Hansen Service Request has been reviewed: Case reviewe on 22/01/2015 11:35:00 AM. Hansen Service Request Assigned: Case was assigned on 22/01/2015 11:35:00 AM. Hansen Change in Comments Comments: Jan 22/15 - Referred to S. McMillan Addo on 22/01/2015 11:35:37 AM. Service Provided: 10 - Service Provided. Feb 5/15 - Remov bike, will put in recycle bin F Dailly. Resolved on 05/02/201 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2015-02-05
								08:56:15.193 Service Provided 10 - Service Provided. Feb 5/1 Removed bike, will put in recyc bin F. Dailly. Resolved on 05/02/2015 12:00:00 AM.



Shows the detailed case information on selected eforms created within a time period and of a certain status

#### Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

Case Status: Both

101010298892	1025	W GEORGIA ST	V6E 3N9	9 1. Type of Inquiry:	Borges, Alex (Mr)	6048737291	1	10/17/2017 11:40:00 AM	10/18/2017 11:44:52 AM Eng_Streets	Agent Created Case:
				B ke Racks (Exposed Bolts, Jagged Edges, etc.)					Operations	Agent Updated Case Details:
										Reallocated to queue:
				2. If Other, provide details:						Eng_Streets Operations
				3. Descr be the issue in detail:						Hansen Service Case Created /
				B ke rack in front of 1025 W Georgia was shifted 2ft,						Updated: Hansen
				there are 2 bolts sticking out that need attention. An						ServiceRequest Number :
				individual tripped over the bolt, case was created on						1199892 created / updated at
				behalf of Risk Management.						Tuesday, October 17, 2017
				4. Is this request due to Motor Vehicle Accident?						11:43:40 AM
				No						Hansen Service Request has
				5. If Yes, provide details on license plate number or						been reviewed: Case reviewed
				other details (if known):						on 17/10/2017 11:45:43 AM.
				6. (Don't ask just record - Did caller indicate they want						Hansen Change in Comments:
				a call back?)						Comments: Dispatched Streets
				No						Crew C1203 on Oct 17/17.
										Added on 17/10/2017 11:47:48
										AM.
										Hansen Service Request
										Assigned: Case was assigned
										on 17/10/2017 11:47:00 AM.
										Hansen Change in Comments:
										Comments: Dispatched to
										Afternoon Shift (Oct 17/2017
										[2:22pm[). Added on 17/10/2017 2:22:43 PM.
										Service Provided: 10 - Service
										Provided. Oct 17/17 - 1025 W.
										Georgia - Bolts from b ke rack
										bent over. Remove bolts Crew
										503. Resolved on 17/10/2017
										12:00:00 AM.
										Agent Finished: Case Closed.
										Closed date : 2017-10-18
										11:44:51.963
										Service Provided
										10 - Service Provided. Oct 17/17
										1005 ML October Della (mar

Eform Request Type: Street - Construction Complaint



#### Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

Case Status: Both

101006122195	1025	W GEORGIA ST	V6E 3N9	Type of complaint:	Caller: s.22(1) (AVJC2, 2015 April,	1 4/27/2015 11:45:00 AM 4/30/2015 2:44:48 PM Eng_Streets	
				cb_ConstructionComplaint.Construction	Apr 28 2015 5:44PM) Another citizen Anonymous	Operations	Agent Updated Case Details:
				If Other, provide details:	emailed in about this: Outside the Royal		Reallocated to queue:
				Descr be the issue in detail:	Bank at 1025 West Georgia, there are 2-		Eng_Streets Operations
				Barricade left behind poss bly from Sun Run. It is in	3 metal street barricades left behind		
				front of RBC Bank.	from the Sun Run. Parts are leaning up		Hansen Service Case Created /
				Type of construction work:	against the building almost impeding		Updated: Hansen
				Sidewa k	sidewalk traffic; some parts are leaning		ServiceRequest Number :
				If Other, provide details:	up against the pole by the bus stop at		808510 created / updated at
				(Was Road Ahead and Minor Construction Crew List	the curb.		Monday, April 27, 2015 11:46:16
				checked?)			AM
				Yes			Hansen Service Request has
				(Provide any relevant information found on Road			been reviewed: Case reviewed
				Ahead and/or Minor Construction Crew List):			on 27/04/2015 12:02:00 PM.
				n/a			Hansen Change in Comments:
				(Don't ask just record - Did caller indicate they want a			Comments: Apr 27/15 -
				call back?)			Referred to Crew 505 Added
				No			on 27/04/2015 12:02:54 PM.
							Hansen Service Request
							Assigned: Case was assigned
							on 27/04/2015 12:02:00 PM.
							Agent Updated Case Details:
							Description updated to: .
							Hansen Service Case Created /
							Updated: Hansen
							ServiceRequest Number :
							808510 created / updated at
							Tuesday, April 28, 2015 5:45:21
							PM
							Service Provided: 10 - Service
							Provided. Apr 28/15 - Crew 505
							picked up 1 barricade
							Resolved on 28/04/2015
							12:00:00 AM.
							Agent Finished: Case Closed.
							Closed date : 2015-04-30
1							14:44:47.88



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

Case Status: Both

101009459840	1025	W GEORGIA ST	V6E 3N9	app version: 2.31	Provide details:	PS#: 2572896 Click images below to	No Name No Name	1 4/26/2017 3:33:00 PM	4/26/2017 3:49:43 PM VanConnect	Agent Created Case:
	1020			orginal address: 1025	We want to. E a green city but our bike racks are	expand	(ne)	1,20,2011 0.00.001 111		Public Stuff request id:
				-	not increasing except for Modi?	href='https://d17aqltn7cihbm.cloudfront.	(00)			PSID2572896
				W Ocorgia ot		net/uploads/large_bce9f51999b3b6351c				Agent Took Ownership of Case:
						8b0d1d9eea0512'> <img< td=""><td></td><td></td><td></td><td>Agent Finished: Case Closed.</td></img<>				Agent Finished: Case Closed.
						Ŭ				
						src='https://d17aqltn7cihbm.cloudfront.n				Closed date : 2017-04-26
						et/uploads/large_bce9f51999b3b6351c8				15:47:27.07
						b0d1d9eea0512' alt='imageurl'				Directed to Another City
						width='300' height='300'>Click				Department
						images below to expand				
						href='http://maps.googleapis.com/maps/				Case Reopened: Reopened for
						api/staticmap?markers=49.284641%2C-				Public Stuff Feedback
						123.12133&size=600x300&key=AlzaSy				Agent Finished: Case Closed.
						DfghN3B7_h2dKLxBu58vZzVd5yVPcya				Closed date : 2017-04-26
						zU'> <img< td=""><td></td><td></td><td></td><td>15:49:43.39</td></img<>				15:49:43.39
						src='http://maps.googleapis.com/maps/a				Open311 Feedback
						pi/staticmap?markers=49.284641%2C-				Send Complete Status and
						123.12133&size=600x300' alt='mapurl'				Resolution Comment to PS
						width='300' height='300'>				case
						s.15(1)(l)	1 1			

Eform Request Type:	Citizen	Feedback Case							
101009459925 10	)25	W GEORGIA ST	V6E S	3N9	<ol> <li>Descr be details (who, what, where, when, why): Via VanConnect PSID2572896 "We want to. E a green city but our b ke racks are not increasing except for Modi?" https://d17aqltn7cihbm.cloudfront.net/uploads/bce9f51 999b3b6351c8b0d1d9eea0512</li> <li>Do you want to be contacted? No</li> <li>Type of feedback: Complaint</li> <li>Feedback regarding: City Department</li> <li>Department: Engineering Services</li> <li>Division or Branch Name: Active Transportation</li> </ol>	No Name (ps), No Name	1 4/26/2017 3:45:00 PM	4/26/2017 7:19:03 PM Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-04-26 19:19:03.313 Directed to Another City Department Directed to Active Transportation for their review. SC.

Eform Request Type: Street - Surface Water Flooding



# SIDEWALK HAZARD INSPECTION PROGRAM

## **Inspection Manual and Procedures**

Engineering Services City of Vancouver

Revision: 1.2 Date: January 15, 2016

#### **Revision History**

Rev.	Date	Comments
0	2012-11-28	Draft issued for review
1.0	2013-12-24	Issued for 2013-2014 Sidewalk Inspection Program
1.1	2014-12-19	Issued for 2014-2015 Sidewalk Inspection Program; revised associated sidewalks diagram, revised Landscape Encroachment program procedures
1.2	2016-01-15	Issued for 2015-2016 Sidewalk Inspection Program; revised Sidewalk Obstacle description

#### DEFINITIONS

**Annual Inspection:** A scheduled inspection program that is carried out approximately once a year. Some variance may occur due to availability of resources and other factors.

**Boulevard:** The area between a roadway's shoulder or curb & gutter and the adjacent property line that is not a sidewalk or pathway, and on a street where traffic is separated by means of a median, and includes the median. This area may be landscaped with grass, trees, plantings, other installed features and/or private encroachments (e.g. connector walks, wooden curbs, landscaping, etc.) and there may be an inherent variability of the surface.

**Crosswalk:** The area where a pedestrian has the right of way when crossing a roadway that is either a marked pedestrian crossing or an area within an intersection that is the portion of a roadway between the extension of the lateral edge of the roadway and the adjacent lateral property line but does not include lane intersections.

**Curbs:** A permanent curb or curb & gutter, usually constructed from concrete, asphalt, or stone, that is installed at the edge of a roadway to separate a roadway pavement from a boulevard and/or sidewalk.

Day: a 24 hour period.

Hazard: A defect that exceeds the tolerance specified for an asset.

**Inspector:** A person who has been assigned by the City to undertake the inspection of an asset in accordance with this inspection program.

Lane: A street less than 10.06 metres in width that is usually located at the rear of a property.

**Pathway:** A pedestrian or shared pedestrian path (a path that is intended for use by pedestrians and other non-motorized traffic), which is neither a roadway nor a sidewalk, which has been improved by the City with a permanent hard surface (such as concrete, asphalt, or pavers).

**Paved Surface:** A surface constructed with a layer or layers of asphalt, concrete, or pavers.

**Roadway:** The portion of a street improved, designed, or intended for vehicular use and located between curbs and/or shoulders.

**Sidewalk:** The portion of a street, improved for the use of pedestrians, between the curb lines or lateral lines of a roadway and the adjacent property lines. A sidewalk is improved with a permanent hard surface (such as concrete, asphalt, or pavers) that is intended for the primary use of pedestrians, including the main sidewalk surface, accessibility curb ramps, bus stop landings, and portions of a sidewalk that cross a lane entrance

**Shoulder:** The portion of a street between the roadway paved surface and the boulevard, usually without a permanent paved surface and where a curb has not been installed, that provides lateral support to the roadway and may accommodate stopped vehicles.

**Street:** A public road, highway, bridge, viaduct, lane and sidewalk, and any other way normally open to the use of the public, but does not include a private right-of-way on private property.

**Trail:** A granular or bark mulch sidewalk or pathway installed by the City that is intended for use by pedestrians and/or non-motorized traffic. A trail does not have a permanent paved surface and therefore there is an inherent variability of the surface.

**Tree Base:** The area around the trunk of a tree that is located within a sidewalk. The area may have a natural surface or may have a manufactured cover installed surrounding the tree.

**Tree Grate:** A manufactured cover, typically constructed from metal or concrete, that is installed around a tree to protect the tree base. Also may be referred to as a tree surround or a concrete surround.

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#### 1.0 INTRODUCTION

The City of Vancouver has over 4200 kilometers of streets, lanes, sidewalks, and pathways throughout the City. These assets vary in age, construction and condition. Over time, defects may develop that could pose a hazard to pedestrians or road users.

The City has established a Street and Sidewalk Hazard Inspection Policy that specifies the requirements for assets to be inspected, the definitions of defects that are considered to be hazardous, and the requirements for responding to identified hazards so that a reasonable level of service is provided to the public.

The Sidewalk Hazard Inspection Program has been developed by Engineering Services to implement an "annual inspection" program in accordance with the Street and Sidewalk Hazard Inspection Policy for assets that are the maintenance responsibility of Engineering Services.

Inspections are carried out by inspectors assigned to the inspection program by Engineering Services. Inspections are scheduled based on the availability of resources for inspection services and resources of maintenance staff to undertake identified repairs.

#### 2.0 SCOPE

The following assets are inspected as part of this scheduled "annual inspection" program. The exact timing of the inspection for an individual asset may vary from year to year within the inspection program:

- Sidewalks and Pathways
- Crosswalks
- Curbs directly abutting Sidewalks and Crosswalks

Only assets in the above categories that are the maintenance responsibility of Engineering Services are inspected as part of this program. City facilities, Parks, and right of ways on private property maintained by others are not inspected.

Steps and walkways at the following locations are inspected by others and are not inspected as part of this program:

- South end Burrard Bridge, one set each side
- North end Bayswater St to the beach
- North end Balaclava St to the beach
- North end Waterloo St to the beach
- Dunbar St/Cameron St walkway to the beach
- Northeast corner Trimble St/W 4th Av to Locarno
- West end W 3rd Av to Trimble St
- West end W 3rd Av to lane west of Trimble and lane south of W 4th Av
- South end Sasamat St to W 3rd Ave.
- 300 metres west of Blanca St, Belmont Av to NW Marine Dr
- Lane south of W 11th Av, Crown St to west
- Lane south of W 11th Av, Crown St to east

- Wallace St, lane south of W 10th Av, to W 10th Av
- West side Dunbar St to W 13th Av
- Northeast corner Dunbar St & W 14th Av to northeast
- West side of Blenheim St to 19th Av
- North of W King Edward Av, Puget Dr to lane west of Puget Dr
- Southwest corner W King Edward Av and Puget Dr to Quesnel Dr
- South side W 29th Av and Puget Dr
- South side Puget Dr to lane south of Puget Dr at Trafalgar St
- Trafalgar St, Puget Dr to lane south McBain Av
- W 29th Av, Maple Cr to lane east of Magnolia St
- Science Centre at the west side of Quebec St & Terminal Av
- False Creek (north side and south side)
- Coal Harbour (south side of Burrard Inlet)
- Laurel Street pedestrian bridge

#### 3.0 INSPECTION PROCEDURES

Inspections are undertaken based on visual checks of the surface exposed at the time of inspection to identify hazards. When a hazard is identified in accordance with the policy, the inspection result will be recorded by the inspector and forwarded to maintenance staff so that a repair will be scheduled. The hazard shall be repaired within the timeframe specified for that asset. An asset is considered to be repaired when a repair has been undertaken so that the defect no longer meets the condition that defines the defect as a hazard.

In most cases, it will be appropriate for inspectors to walk each sidewalk once to identify defects on the inspected sidewalk and any inspected curbs directly abutting that sidewalk and/or associated crosswalks. On wide and heavily walked sidewalks (such as sidewalks in commercial areas or sidewalks adjacent to institutional properties) more than one pass may be appropriate. If leaves, snow, or other debris covers an asset that is to be inspected, such that an inspection of the surface condition is not reasonable, the inspection should be postponed until the surface can be observed.

Although the inspection of the surface exposed at the time of inspection is visual, inspectors will take a measurement of the identified hazards when there may be doubt to whether a hazard exceeds the tolerance specified for that defect. Inspectors will always carry a ruler for measurement during inspection.

In any circumstance when traffic may put the inspector in danger, the inspector must not walk into a roadway and/or traffic and must maintain their safety.

Inspections shall be recorded by the inspector and entered into the department's work management system, Hansen. The Hansen system will maintain the inspection records and will be used to track repairs associated with the inspection. Typically, inspectors will enter inspection records directly into the Hansen system through portable computing devices.

Inspection forms will be created for sidewalk and pathway assets in the Hansen system. Some of these assets will not be subject to inspection under the Street and Sidewalk Hazard Inspection Policy.

If an asset is subject to inspection, the inspector will undertake the required inspections on the asset and any associated assets, complete the inspection form, and close the inspection form once the inspection is completed.

If an asset is not subject to inspection but there are associated assets that are subject to inspection (such as crosswalks), the inspector will undertake the required inspections on the associated assets, complete the inspection form, and close the inspection form once the inspection is completed.

If an asset is not subject to inspection and there are no associated assets that are subject to inspection, the inspector will not undertake an inspection and will complete and close the inspection form.

When a sidewalk or an associated street asset (curbs and/or crosswalks) is inspected, an inspection record will be completed for the sidewalk asset. Defects found on the sidewalk will be recorded on the sidewalk inspection form and associated to the sidewalk asset. Defects found on an inspected street asset (curbs and/or crosswalks) will be recorded on the sidewalk inspection form and associated to the street asset.

When a pathway or associated pathway asset is inspected, defects found on the pathway or associated pathway asset will be recorded on the pathway inspection form and associated with the pathway asset.

The inspector will identify the type and location of an identified inspection defect on the inspection form. The inspection form allows for the recording of multiple defects on an asset. Identified inspection defects must be recorded on the form so that maintenance staff will be able to identify and locate defects that must be repaired. If there is more than one defect found at a specific location, the most predominant defect should be identified and recorded on the inspection form. When multiple defects are identified within a close proximity of each other, a single inspection defect may be entered into the inspection form to record the defects and to indicate the nature and location of the defects.

In the event that the Hansen system is not available, inspectors will manually record inspection results and enter the inspection records into the Hansen system as soon as practicable.

Typically the inspector will be able to report the defect location by using an approximate distance in meters from an adjacent reference location or landmark, such as a civic address, fire hydrant, pole, or lane entrance. In some limited cases it may be necessary for the inspector to provide further details to maintenance staff on the location of a defect, particularly in locations where it is difficult to describe the location of a defect in the inspection form. In these cases the inspector should contact the maintenance staff to ensure that the location of the defect is located for repair.

In the event that there is a discrepancy in the asset information in Hansen and the observed asset properties for an asset subject to inspection under this policy, the inspector will make note of the discrepancy in the data on the inspection record, will inform the asset owner of the discrepancy so that the asset information in Hansen can be updated, and will inspect the asset based on the observed asset properties.

During the undertaking of this sidewalk hazard inspection program the inspector may notice other defects or situations which they may feel may put the public in danger or that may need immediate attention. It is the expectation of the City that when staff identify an issue of concern, staff should report those issues to the City through the City's 3-1-1 system so that the appropriate maintenance or administrative group can respond.

#### 4.0 INSPECTION DEFECTS

The Street and Sidewalk Hazard Inspection Policy defines hazards that will be identified as inspection defects by this inspection program. The following sections define how defects for sidewalks, pathways, crosswalks, and curbs directly abutting sidewalks and/or crosswalks shall be identified and recorded in the inspection program.

When an inspection defect could be recorded in a number of categories or against a number of assets, the defect should only be recorded once using the most appropriate inspection defect category. The inspection defect should be recorded against the asset that is the source of the defect (e.g. if there is a sharp vertical difference between a sidewalk and the top of a directly abutting curb, the defect should be recorded as a sidewalk trip when the sidewalk is out of elevation or as a curb trip when the curb is out of elevation).

#### 4.1 Sidewalks and Pathways

A sidewalk is inspected when it is improved with a permanent hard surface (such as concrete, asphalt, or pavers) that is intended for the primary use of pedestrians. A sidewalk includes the main sidewalk surface, the utility strip, accessibility curb ramps, bus stop landings, and portions of a sidewalk that cross a lane entrance when these areas are also improved with a permanent hard surface.

A pathway is inspected when it is a pedestrian or shared pedestrian path (a path that is intended for use by pedestrians and other non-motorized traffic), which is neither a roadway nor a sidewalk, which has been improved by the City with a permanent hard surface (such as concrete, asphalt, or pavers).

Sidewalks and pathways without a permanent hard surface are not inspected.

Typically, the inspector should record any observed defects at the sidewalk corner against the adjacent east or west sidewalk asset. If there is no adjacent east or west sidewalk, defects at these locations may alternately be recorded under the adjacent north or south sidewalk asset.

When a sidewalk or pathway crosses a lane entrance, the surface of the lane entrance that connects the sidewalk across the lane entrance shall be inspected as part of the sidewalk or pathway inspection.

Adjacent to the sidewalk and/or pathways there are areas that are not inspected as part of this program. Areas such as boulevards (not improved with a permanent hard surface by the City), curbs (not directly abutting a sidewalk), lanes, roadways, shoulders, trails, tree bases (not improved with an installed tree grate nor surround), and private encroachments (such as boulevard landscaping, connector and entrance walks, and stepping stones installed by an adjacent property) are not inspected for hazards as part of this program.

Inspection Defect - Description	Policy Hazard	Defect Description	Measure- ment
SWTrip - Sidewalk Trip	Trip	A sharp vertical difference in elevation between two adjacent sections of a sidewalk surface, at a crack, or between a sidewalk surface and an abutting curb that is intended to be level with the sidewalk (when the sidewalk is out of elevation). Items with an intended elevation difference, such as expansion joints of structures, are not defects.	More than 2.5 cm height
SWGap - Sidewalk Separation	Gap	An open separation between two adjacent sections of a sidewalk surface, across a crack, or between a sidewalk surface and an abutting curb (when the sidewalk surface has moved). The measurement of the width and the depth of the gap must both be exceeded to be a defect. Items with an intended gap, such as expansion joints of structures and catch	More than 2.5 cm width and depth
SWObstacle - Sidewalk Obstacle	Obstacles	basins, are not defects. Obstacles include broken sidewalk pieces and items set in the sidewalk, such as empty sign post sleeves, bolts, and other irregularities with a sharp vertical difference in elevation from the sidewalk surface. Items with an intended elevation difference, such as expansion joints of structures, pole bases, steps and curbs, are not defects.	More than 2.5 cm projection

Inspection Defect -	Policy Hazard	Defect Description	Measure- ment
Description SWTreeBase - Sidewalk Tree Base	Tree Base	A defect in a tree base occurs when there is a sharp vertical difference in elevation between two adjacent sections of an installed tree grate or between an installed tree grate and a sidewalk surface (when the tree grate is out of elevation).	More than 2.5 cm height
		Constructed gaps and openings within the surface of the tree grate and the opening between the base of the tree and the tree grate are not defects.	
		When a tree grate is not installed and there is an area surrounding a tree composed of soil, granular material, plantings, and/or roots which may be uneven, these conditions are not defects.	
XLTrip - Lane Crossing Trip	Trip	A sharp vertical difference in elevation within the lane crossing surface, at a crack, between a lane crossing surface and an abutting gutter of a curb, due to the loss of surface material (e.g. pothole) or surface movement.	More than 2.5 cm height
		Items with an intended elevation difference, such as expansion joints of structures, are not defects.	
XLDistort - Lane Crossing Distortion	Trip	A sharp vertical difference in elevation within the lane crossing surface or between a lane crossing surface and an abutting gutter of a curb, due to a distortion in the surface material.	More than 2.5 cm height
		Items with an intended elevation difference, such as expansion joints of structures, are not defects.	

Inspection Defect -	Policy Hazard	Defect Description	Measure- ment
Description			
XLGap - Lane Crossing Gap	Gap	An open separation between two adjacent sections of a lane crossing surface, across a crack, or between a lane crossing surface and an abutting curb. The measurement of the width and the depth of the gap must both be exceeded to be a defect.	More than 2.5 cm width and depth
		Items with an intended gap, such as expansion joints of structures and catch basins, are not defects.	
PWTrip - Pathway Trip	Trip	A sharp vertical difference in elevation between two adjacent sections of a pathway surface, at a crack, or between a pathway surface and an abutting curb that is intended to be level with the pathway (when the pathway is out of elevation).	More than 2.5 cm height
		Items with an intended elevation difference, such as expansion joints of structures, are not defects.	
PWGap - Pathway Separation	Gap	An open separation between two adjacent sections of a pathway surface, across a crack, or between a pathway surface and an abutting curb (when the pathway surface has moved). The measurement of the width and the depth of the gap must both be exceeded to be a defect.	More than 2.5 cm width and depth
		Items with an intended gap, such as expansion joints of structures and catch basins, are not defects.	
PWObstacle - Pathway Obstacle	Obstacles	Obstacles include broken pathway pieces and items set in the pathway, such as water meter boxes, junction boxes, manhole lids, empty sign post sleeves, bolts, and other irregularities with a sharp vertical difference in elevation from the pathway surface.	More than 2.5 cm projection/ depression
		Items with an intended elevation difference, such as expansion joints of structures, pole bases, steps and curbs, are not defects.	

Inspection Defect - Description	Policy Hazard	Defect Description	Measure- ment
PWTreeBase - Pathway Tree Base	Tree Base	A defect in a tree base occurs when there is a sharp vertical difference in elevation between two adjacent sections of an installed tree grate or between an installed tree grate and a pathway surface (when the tree grate is out of elevation). Constructed gaps and openings within the surface of the tree grate and the opening between the base of the tree and the tree grate are not defects. When a tree grate is not installed and there is an area surrounding a tree composed of soil, granular material, plantings, and/or roots which may be uneven, these conditions are not defects.	More than 2.5 cm height

When a hazard condition is identified in a sidewalk or pathway through the inspection program it shall be repaired within seven (7) days, as time and resources allow.

#### 4.2 Crosswalks

A crosswalk is inspected when there is an area on the roadway where a pedestrian has the right of way when crossing a roadway that is either a marked pedestrian crossing or an area within an intersection that is the portion of a roadway between the extension of the lateral edge of the roadway and the adjacent lateral property line but does not include lane intersections.

When a hazard condition is identified in a sidewalk, either through an "annual inspection" or through a review arising from a report of a potential defect, it shall be repaired within seven (7) days, as time and resources allow.

When a crosswalk is marked the area within the marked crossing, or crossing treatment, of the roadway will be inspected.

When a crosswalk is unmarked, the area of the roadway surface that would connect the sidewalks and/or curb ramps across the roadway where a pedestrian would be expected to cross will be inspected.

When a crosswalk extends through a median, and the median has been improved with a permanent surface (such as concrete, asphalt, or pavers) to continue the crosswalk through the median, that area of the crosswalk that extends through the median will be inspected as part of the crosswalk inspection.

There are a number of locations throughout the City at intersections where pedestrians do not have the right of way to cross a roadway. These locations may be indicated through signage and/or barriers (such as guard rails, islands/medians). At these locations a crosswalk does not exist.

When a hazard is identified, it will be reported on the inspection form of a sidewalk associated with the street segment that the crosswalk is located on. If there is more than one sidewalk associated with the street segment, the inspector will record the defect on only one of the associated sidewalk inspection forms.

Inspection	Policy	Description	Measure-
Defect	Hazard		ment
XWPothole - Crosswalk Pothole	Crosswalk Trip	A sharp vertical difference in elevation within the crosswalk surface, at a crack, between a crosswalk surface and an abutting gutter of a curb, where there is a loss of surface material.	More than 2.5 cm height
		Items with an intended elevation difference located within a crosswalk, such as curbs and expansion joints of structures, are not defects.	
XWDistort - Crosswalk Distortion	Crosswalk Trip	A sharp vertical difference in elevation within the crosswalk surface, at a crack, between a crosswalk surface and an abutting gutter of a curb, where there is a distortion in the surfaces.	More than 2.5 cm height
		Items with an intended elevation difference located within a crosswalk, such as curbs and expansion joints of structures, are not defects.	
XWGap - Crosswalk Gap	Crosswalk Gap	An open separation between two adjacent sections of a crosswalk surface, across a crack, or between a crosswalk surface and an abutting gutter of a curb. The measurement of the width and the depth of the gap must both be exceeded to be a defect.	More than 2.5 cm width and depth
		Items with an intended gap located within a crosswalk, such as expansion joints of structures and catch basins, are not defects.	

When a hazard condition is identified in a crosswalk through the inspection program it shall be repaired within seven (7) days, as time and resources allow.

#### 4.3 Curbs Directly Abutting Sidewalks, Pathways and Crosswalks

Curbs are not inspected for defects except when they are directly abutting an adjacent sidewalk (curb walk, utility strip, curb ramp, bus stop passenger landing or lane crossing), pathway, or crosswalk. The curb will be inspected where the surface of the curb is expected to match the elevation of the abutting sidewalk, pathway, or crosswalk.

Typically, the top of curb will be inspected when there is a directly abutting sidewalk or pathway. Typically, the gutter will be inspected only when a curb is within a crosswalk or lane crossing or when the gutter is directly abutting a pathway or sidewalk.

Inspection Defect	Policy Hazard	Description	Measure- ment
CBTrip - Curb Trip	Curb Trip	A sharp vertical difference in elevation between two adjacent curb sections or between the curb and a sidewalk, pathway, or crosswalk surface (where the curb has moved out of elevation).	More than 2.5 cm height
CBGap - Curb Gap	Curb Gap	An open gap between two adjacent sections of a curb, across a crack, or between a curb and a sidewalk, pathway, or crosswalk surface (where the curb has moved). The measurement of the width and the depth of the gap must both be exceeded. Items with an intended gap, such as expansion joints of structures and catch basins located within a curb are not defects.	More than 2.5 cm width and depth
CBDistort - Curb Distortion	Curb Irregularity	A sharp vertical difference in elevation within a curb or where a portion of the curb has been broken away.	More than 2.5 cm projection/ depression

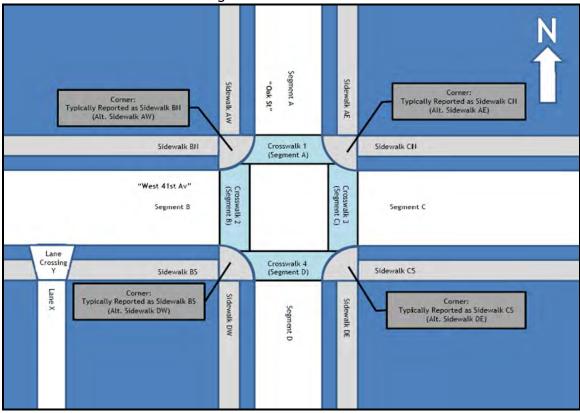
When a hazard condition is identified in a curb through the inspection program it shall be repaired within seven (7) days, as time and resources allow.

#### 5.0 COORDINATED ACTIVITIES

Other inspection, enforcement, maintenance, and data collection activities may be undertaken by inspectors in conjunction with the Sidewalk Hazard Inspection Program and the associated data collection tools. These activities and data are not part of this inspection program, but are coordinated with the undertaking of the inspection program. Coordinated activities may differ from one inspection cycle to another.

#### **APPENDIX A: ASSET ASSOCIATIONS**

The following figure and descriptions identify how street and sidewalk assets are associated for the Sidewalk Hazard Inspection Program.



Street and Sidewalk Network Diagram

Asset and Location Associations:

Asset/Location	Associated Asset	Notes
Sidewalk AW	Street - Segment A	Sidewalk on West Side of "Oak St"
Sidewalk AE	Street - Segment A	Sidewalk on East Side of "Oak St"
Sidewalk BN	Street - Segment B	Sidewalk on North Side of "West 41st"
Sidewalk BS	Street - Segment B	Sidewalk on South Side of "West 41st"
Sidewalk CN	Street - Segment C	Sidewalk on North Side of "West 41st"
Sidewalk CS	Street - Segment C	Sidewalk on South Side of "West 41st"
Sidewalk DW	Street - Segment D	Sidewalk on West Side of "Oak St"
Sidewalk DE	Street - Segment D	Sidewalk on East Side of "Oak St"
Crosswalk 1	Street - Segment A	Crosswalk on Segment A of "Oak St"
Crosswalk 2	Street - Segment B	Crosswalk on Segment B of "West 41st"
Crosswalk 3	Street - Segment C	Crosswalk on Segment C of "West 41st"
Crosswalk 4	Street - Segment D	Crosswalk on Segment D of "Oak St"
Lane Crossing Y	Sidewalk BS	Location of Lane Crossing Y where the
		entrance to Lane X crosses Sidewalk BS

#### APPENDIX B: HANSEN INSPECTION FORM

The following screen captures show the Hansen Inspection form used in the Sidewalk Hazard Inspection Program.

Hazard	Inspection	Form -	Main	Page
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Inspection							
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G SWAssetDetails	Indexes						EXPORT VIEW
	Index Type In No Information	idex .					

Hazard Inspection Form - Detail Page Sidewalk Hazards

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Inspection												Ξ.
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### Hazard Inspection Form - Detail Page Segment (Pathway) Hazards

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#### **APPENDIX C: COORDINATED ACTIVITIES**

The following activities are currently undertaken in conjunction with the Sidewalk Hazard Inspection Program.

#### LANDSCAPING ENCROACHMENT INSPECTION

During the undertaking of the inspection program, inspectors will check for tree branches, shrubs and hedges encroaching into pedestrian areas. These landscape encroachments limit the availability for pedestrians to use the full width of the City's sidewalk. Landscaping is encroaching when the tree branches, shrubs or hedges extend into the sidewalk area and are less than 2.4 meters (8 feet) above the sidewalk surface. Landscape encroachments may come from private properties, boulevard encroachments, or City street trees.

When conditions are observed that do not meet the requirements of the attached "Landscape Encroachment Form", the inspector shall report the location and details of the landscape encroachment by calling the City's 3-1-1 service. These locations will then be reviewed by operations staff that will issue notifications to property owners or undertake maintenance actions as may be required.

LANDSCAPING ENCROACHMENT FORM

Address:		Date:	_
		Inspector:	_
Private:	Encroaching Hedge or Shrubs [ ]	Overhanging Branches [ ]	
	Details:		_
Park Boa	ard: Overhanging Branches [ ]		
	Details:		_
	CITY OF VANCOUVER ENGINEERING SERVICES P. E. Judd. PEng., General Manager		

Date:

Address:

Dear Sir/Madam:

#### HEDGE OR BRANCHES OVERHANGING SIDEWALK/LANE

This notice concerns trees or shrubs under your care that are interfering with the use of the City sidewalk and/or lane.

As part of our street maintenance program, the City performs annual inspections of the road curbs and pavements, sidewalks, lanes and boulevards. The inspectors look for safety concerns such as sidewalk trips and deep potholes, and also record the general condition of City streets. During this inspection, and in response to complaints, we hand out this notice to owners and tenants of properties where branches or hedges overhang city sidewalks or lanes, interfering with pedestrians or vehicles.

Your property has such an encroachment and we would appreciate it if you would arrange to trim overhanging hedges or branches so that the full width of the sidewalk is available for pedestrians. All pedestrians, including seniors, people with visual impairments, people in wheelchairs or pushing strollers, or simply couples walking side-by-side, benefit from sidewalks that are clear of obstacles.

All foliage should be trimmed clear of the sidewalk, and overhanging branches should be no lower than 8 feet over the walkway. In the case of lane encroachments, these must be trimmed so as to allow vehicles, including garbage trucks, to move safely.

Please arrange to prune the growth by \_\_\_\_\_

If you do not trim this growth the City may carry out the work and bill the cost to you. If City crews do the work, they will not have the time to give your landscaping the best care, and they may damage the health and/or appearance of your hedge or shrubs. Therefore, if you wish to ensure that your trees receive the best care, please arrange to prune back the growth yourself.

If you have any questions, or would like to discuss this matter further, please contact the Streets Operations Branch at 604.871.6213 Your co-operation in this matter would be appreciated. The nature of your encroachment is indicated below.

1	Forem	an/In	spector:				
Encroaching Hedge or Shrub:	ſ	1	onto	Sidewalk:	ſ	1	
Overhanging Branches:	ſ	1	onto	Lane:	I	1	
See sketch on reverse							

507 W. Broadway, Vancouver BC, V 5Z 0B4 2 311 or 604.873.7000 Email: Info@vancouver.ca

This notice contains important information which may affect you. Please ask someone to translate it for you.

此通告刊載有可能影響閣下的重要資料。請找人爲你翻譯。 ਇਸ ਨੋਟਿਸ ਵਿਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ ਜੋ ਕਿ ਤੁਹਾਡੇ ਲਈ ਜ਼ਰੂਰੀ ਹੋ ਸਕਦੀ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਨੂੰ ਇਸ ਦਾ ਉਲੱਥਾ ਕਰਨ ਲਈ ਆਖੋ।

Thông báo này có tin tức quan trong có thể ảnh hưởng đěn quỹ vị. Xin nhỏ người phiên dịch hộ.

Este aviso contiene informácion importante que puede afectarle personalmente. Pidale a alguien que se lo traduzca.

Ce document contient des renseignements importants qui pourraient vous concerner. Veuillez demander à quelqu'un de vous le traduire.

